Arvig App

SIMPLIFY YOUR LIFE

Access the **entire directory** with your phone!

Arvig's free app helps you search and find local businesses using your Smartphone. Restaurants, hotels, mechanics, contractors, hospitals and more are all available with the touch of a button.

Download the app today.

888.99.ARVIG | arvig.com

arvig
It's All Here

Businesses

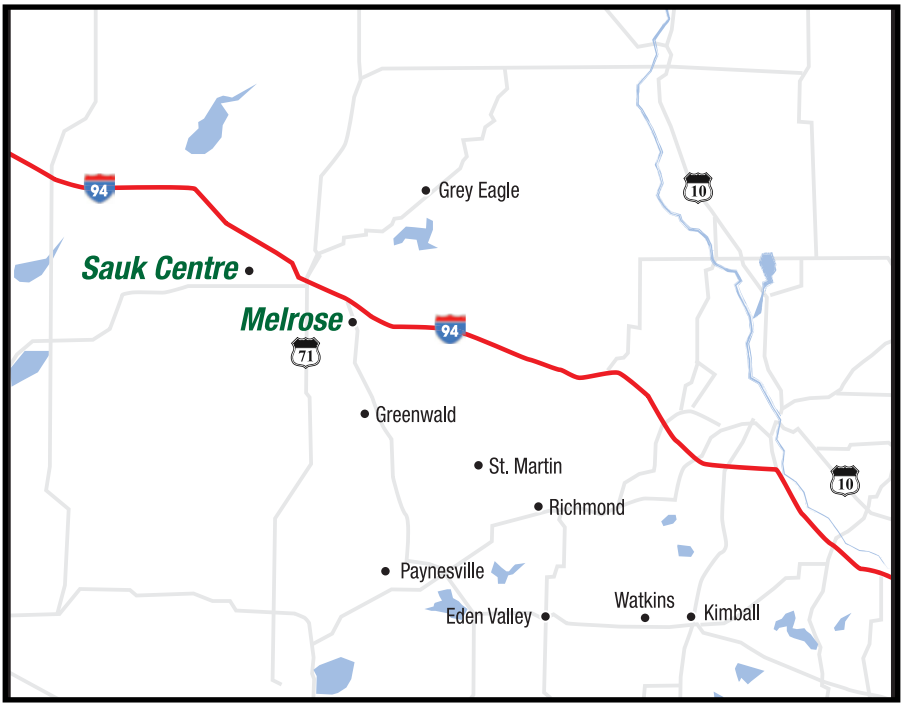
Get Instant Results with TEXT Marketing.

You control when the message is sent and what it says!

888.99.ARVIG | arvig.com/business

arvig
Do Business

DIRECTORY DISTRIBUTION MAP



arvig

Arvig telephone customers can call by simply pressing 611 or stop by or call one of our Arvig stores:

Melrose - 224 Main St E, PO Box 100 .....Phone **256-7471** Fax **256-7555**
Sauk Centre - 831 Main St S .....Phone **351-1460** Fax **351-1533**

RECYCLE
YOUR OUTDATED TELEPHONE DIRECTORIES

STATE LAW REQUIRES THE
DISPOSAL OF TELEPHONE DIRECTORIES
TO A RECYCLING CENTER

YOU MAY DROP OFF YOUR DIRECTORY AT ANY ARVIG STORE AND IT WILL BE RECYCLED FOR YOU

This Directory is Published By:
Arvig Media • 150 2nd St. SW • Perham MN, 56573
To advertise in this directory, call 866.253.4262

Fire
Police
Medical

EMERGENCY DIAL 911

Central MN Rape & Sexual Assault Center 1-320-251-HELP
www.cmsac.org
Gopher State One Call ..... 811 or 1-800-252-1166
www.gopherstateonecall.org
Minnesota Arson Hotline 1-800-723-2020
Minnesota Poison Control Center 1-800-222-1222
www.mnpoison.org
Minnesota Traveler Information ..... 511 or 1-800-542-0220
www.511.mn.org
National Suicide Prevention Lifeline 1-800-273-TALK
www.suicidepreventionlifeline.org
Psychiatric, Drug & Alcohol Service, St. Cloud 1-800-635-8008
www.cmmhc.org
Tri-County Crime Stoppers 1-800-255-1301
www.tricountycrimestoppers.org

INFORMATION & REFERRAL

Dial 2-1-1

Or 800-543-7709 Or visit www.minnesotahelp.info

The abbreviated dialing code for free access to health and human services information and referral. It makes a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies.

DIRECTORY ASSISTANCE

DIRECTORY ASSISTANCE LONG DISTANCE

GET ANY NUMBER IN AMERICA OR CANADA BY DIALING..... **411**

Local Numbers I National Numbers I 800 numbers **($.95 per call)**

Call connection option available for an additional charge (where available).

OPERATOR ASSISTED CALLS: You may dial person-to-person, collect, calling card, or third number calls yourself. Just dial 0 (Operator) +Area Code + the telephone number of the party being called.

ASSISTANCE IN MAKING A CALL: Please contact your long distance carrier.

NOTICE OF RIGHT TO INCORRECT DIRECTORY ASSISTANCE CREDIT: Immediate credit for incorrect Directory Assistance information will be issued. You must use the same dialing pattern when requesting credit as when you requested Directory Assistance. Example: If you dialed 411 for Directory Assistance, you need to dial 411 for Directory Assistance credit. If you dialed 1 + Area Code + 555-1212, you must dial this same number to request credit. This will ensure that the proper provider is issuing the credit.

Minnesota Traveler Information

For statewide traveler information, call **511** or visit 511mn.org.

Note: When calling from outside Minnesota, call 1-800-542-0220.

LOCATING UNDERGROUND TELEPHONE CABLE

GOPHER STATE ONE CALL

ONE CALL DOES IT ALL!

Please remember underground cables, and before you dig, make sure to call the "Gopher State One Call" and have the cable located. This is a toll-free number, set up by the State, that you may call to have any underground utility located. Anyone planning to dig more that 12 inches is required to call this number at least 48 hours in advance to notify them of your intentions. Gopher State One Call will notify qualified personnel to do the necessary cable locating. This is a State law-your local phone company cannot take calls directly from you on behalf of Gopher State One Call. Please plan ahead and call 1-800-252-1166. There is no charge for the call or to have the cable located.

651-454-0002 or 811 • Toll Free 1-800-252-1166

Are you having trouble using the telephone due to a hearing or speech disability?

Minnesota Relay is a free service that uses a specially trained communications assistant (CA) to facilitate the telephone conversation between a person who has a hearing loss or a speech disability and the person with which they wish to speak. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

For More Information on Minnesota Relay Services:

www.mnrelay.org
1-800-657-3775

Emergency Assistance
TTY callers should dial 9-1-1 directly in an emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

Billing Options for Long Distance Relay Calls
- Direct
- Collect
- Third-party billing
- Pre-paid or carrier calling card

Filing a Complaint
To file a complaint regarding Minnesota Relay, please call 1-800-657-3775.

You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint.

You may also file a relay complaint with the Federal Communications Commission: 1-888-225-5322 (voice), 1-888-835-5322 (TTY) www.fcc.gov/complaints.

TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech or physical disability. For information on the TED Program:
www.tedprogram.org
1-800-657-3663 (voice)
1-888-206-6555 (TTY)

To make a Minnesota Relay call just dial 7-1-1.
Once connected to the relay service, tell the CA the type of relay call you wish to make. Or, you may dial the specific toll-free number for the type of relay service.

Captioned Telephone (CapTel™)
CapTel is an amplified telephone and relay captioning service that allows people who are hard of hearing to see word-for-word captions of their telephone conversation on a bright, easy-to-read display window built into the CapTel phone, while also listening to what is being said using their residual hearing (much like TV captioning). Requires a CapTel phone. If you wish to contact a person who uses a CapTel phone, dial: 1-877-243-2823.

Voice Carry Over (VCO): 1-877-627-3024
Allows a person who has difficulty hearing on the phone to voice their conversations directly to the other person on the call. The CA then types the other person's response to the VCO user. Requires a special telephone.

Two-Line VCO: 1-866-855-4611
Allows a VCO user to use one telephone line for speaking directly to the other person, while the second line is used to receive the CA's typed response from the other person. This enhanced feature provides a more natural flow of conversation without the pauses of single-line VCO calls. Additional service and equipment requirements.

Hearing Carry Over (HCO): 1-800-627-3529
Allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. The HCO user types his/her conversation for the CA to read to the other person, and listens directly to the other person's response. Requires a special telephone.

Text Telephone (TTY): 1-800-627-3529
Allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with the other person on the call.

Standard Telephone: 1-800-627-3529
A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing, or speech disabled.

Speech-to-Speech (STS): 1-877-627-3848
Allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The CA revoices the words of the person with a speech disability so the other person on the call can understand them. No special telephone is required.

Computer (ASCII): 1-800-627-3529
Computer users can also access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

Spanish Relay: 1-877-627-5448
The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

900 Pay-Per-Call Services: 1-900-230-3324
Allows a relay user to connect to any pay-per-call service.

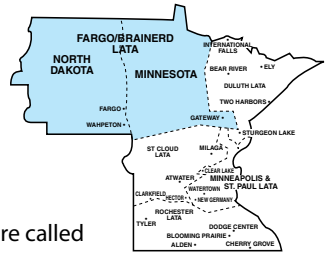
LONG DISTANCE CALLING WITH EQUAL ACCESS

CALL TYPE	DESTINATION	DIALING METHOD
Direct Dial	Calls placed within your area code	number
	Calls outside your area code	1 + (area code) + number
Directory Assistance	Local, National, Canadian, 800 Numbers	411
Person-to-Person, collect and third number billed calls	All locations in Minnesota and nation	0 + (area code) + number
Operator Assistance	Intralata carrier Interlata carrier	0 00
International Calls Direct	Check with your carrier for countries served	011 + (country code) + (city code) + number
International Calls with Operator	Check with your carrier for countries served	01 + (country code) + (city code) + number

900 NUMBERS

Charges for pay-per-call information services are for non-telecommunication services.
You have the right to dispute charges for information service calls. As a telephone service subscriber, you are not legally responsible for information service charges incurred by others without your consent except for calls made by your spouse.
Neither a long distance company nor your local telephone company may disconnect your service because you refuse to pay an information service charges. For billing disputes or inquiries, please call your local telephone company. You have 60 days from the date of the bill to dispute a billing error. You have the right to withhold payment of the disputed charges during the billing error review. No collection activity for disputed charges will occur while the charges are under investigation. After investigation, if it is determined that the disputed charges are legitimate, your long distance carrier or information provider may proceed with outside collections against your account. Failure to pay legitimate pay-per-call information charges may result in involuntary blocking of your access to pay-per-call information services. Voluntary blocking of access to pay-per-call information is available upon request from your local exchange carrier where it is technically possible.

LOCAL ACCESS TRANSPORT AREA - LATA



The geographic areas in each state in which long distance calls are carried are known as LATAs (Local Access Transport Area).

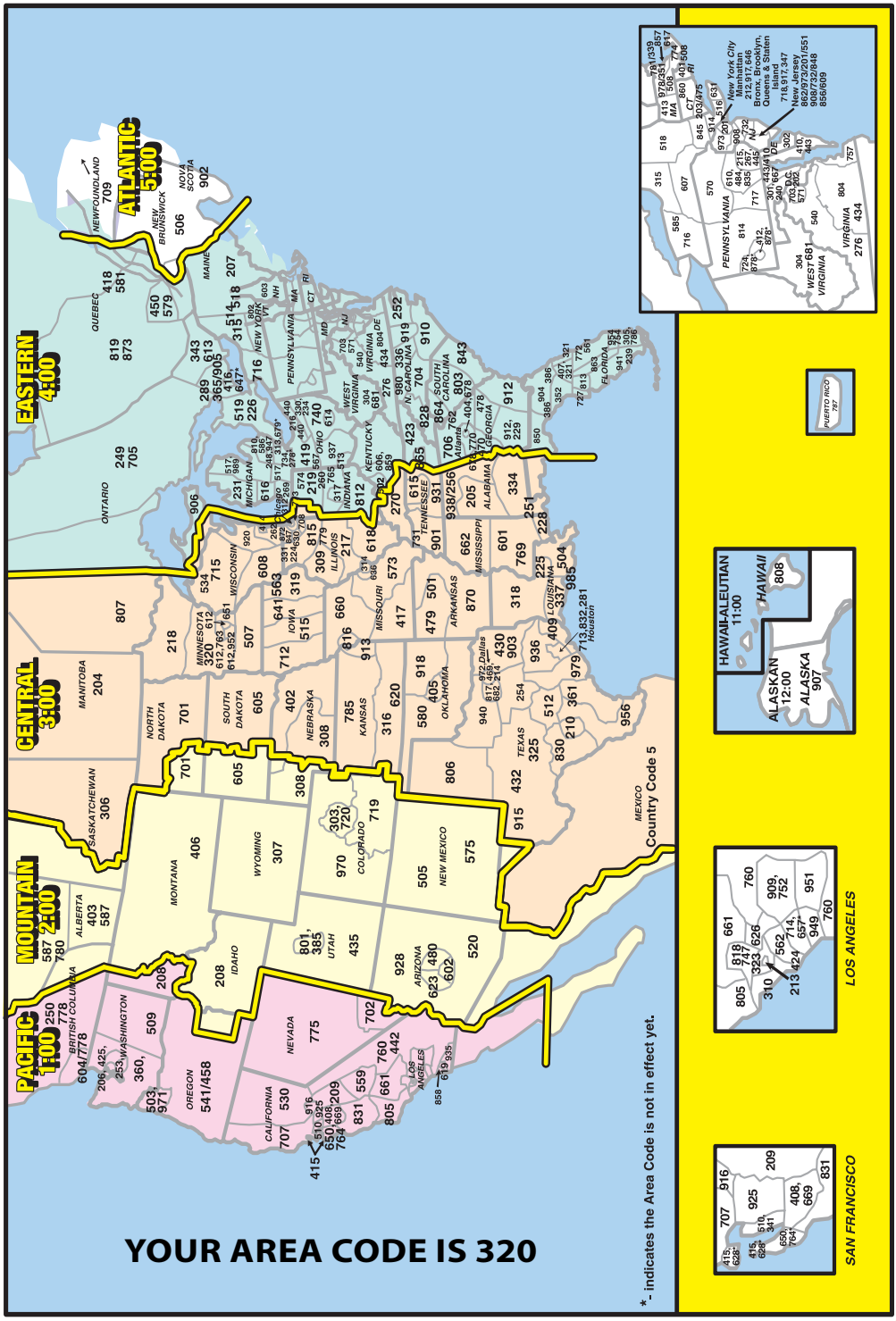
Calls which originate and terminate in the same LATA are called "Intra-LATA" calls.

Calls which originate in one LATA and terminate in another LATA in the same state are called "Inter-LATA" calls.

Calls which are placed from one LATA to a location in another state are called "Interstate" calls.

You will continue to place long distance calls exactly as you always have. The only change will be the identity of the company that carries the call and how much you are billed for it.

Calls placed Intra-LATA are carried by the Intra-LATA long distance company of your choice. For long distance service calls placed Inter-LATA and interstate, contact your long distance company.


PACIFIC 1:00
MOUNTAIN 2:00
CENTRAL 3:00
EASTERN 4:00
ATLANTIC 5:00
YOUR AREA CODE IS 320
*- indicates the Area Code is not in effect yet.
HAWAII-ALEUTIAN 11:00
HAWAII 808
ALASKAN 12:00
ALASKA 907
PUERTO RICO 787
LOS ANGELES
SAN FRANCISCO
New York City
Manhattan
212,917,646
Bronx, Brooklyn,
Queens & Staten
Island
718,917,347
New Jersey
862/973/201/551
908/732/848
856/609
MEXICO
Country Code 5

BEFORE YOU CALL FOR SERVICE, YOU SHOULD CHECK....

The telephone company asks that you try and determine where the trouble may be before calling repair. This will save time and possible service charges if the trouble is found to be customer-owned equipment.

Check all phones and make sure they are hung up.

OUTLET CHECK

If you have 2 or more telephone outlets in your home, try each phone one at a time in each outlet. If one phone doesn't work in any outlet, you probably have an equipment problem.

If it is Arvig equipment, call our office for repair.
If it is your own equipment, Arvig cannot repair it.

If a phone does not work in one outlet, but does in another, you probably have a jack problem. If none of your phones work in any outlet then the trouble may be with your inside wire or outside cable.

If you have Inside Wire Maintenance, call our office for repair.

One telephone or piece of equipment can put service out on the line.

(Equipment can be a computer, satellite dish, answering machine, Caller ID Box, a telephone, etc..)

TELEPHONE SAFETY WARNING

When using a telephone, please be aware of the following possible hazards:

Electrical shock when immersed in water:

Do not use a telephone while in the bathtub, shower, or pool. Immersion of a telephone or hand set in water could cause an electrical shock.

Electrical shock during an electrical storm:

Avoid using a telephone during an electrical storm. Calls of an urgent nature should be brief. Although telephone companies use protective measures to limit abnormal electrical surges (from entering homes), absolute protection is impossible. There is a remote risk of dangerous electrical shock from lightning when using the telephone during an electrical storm.

Explosion in the vicinity of a gas leak:

If you think you've found a gas leak, do not use the telephone in the vicinity of the leak until the leak is repaired. The telephone contains electrical contacts that could generate a tiny spark when you lift the handset and dial. There is a remote risk for this spark to trigger an explosion if the gas concentration is high enough.

FEDERAL RESIDENTIAL CUSTOMER DO-NOT-CALL NOTIFICATION

NATIONAL
DO NOT CALL
REGISTRY

To address consumer concerns about unwelcome telemarketing calls, the Federal Communications Commission (FCC) and Federal Trade Commission (FTC) have established a national Do-Not-Call Registry. The registry applies to all telemarketers (with the exception of certain non-profit and political organizations) and covers both interstate and intrastate telemarketing calls. Commercial telemarketers are not allowed to call you if your number is listed on the registry.

You can register your phone number for free, and it will remain on the national Do-Not-Call Registry indefinitely, until removed by you or the number becomes inactive. In addition, you may remove your name from the list at any time.

The Do-Not-Call Registry will not prevent all unwanted calls. It does not cover the following:

- **calls from organizations with which you have established a business relationship;**
- **calls for which you have given prior written consent;**
- **calls which are not commercial or do not include unsolicited advertisements;**
- **calls by or on behalf of tax-exempt non-profit organizations.**

Consumers may register their residential telephone number, including wireless numbers, on the national Do-Not-Call Registry at no cost by telephone or on the Internet. To register by telephone, consumers may call 1-888-382-1222. For TTY call 1-866-290-4236. You must call from the phone number you wish to register.
You may also register by Internet at

DONOTCALL.GOV

Inclusion of your telephone number on the national Do-Not-Call Registry will be effective thirty-one days following your registration.

609.78 Emergency Telephone Calls And Communications

Whoever does any of the following is guilty of a misdemeanor:

(1) Refuses to relinquish immediately a coin-operated telephone or a telephone line consisting of two or more stations when informed that the line is needed to make an emergency call for medical or ambulance service or for assistance from a police or fire department or for other service needed in an emergency to avoid serious harm to person or property, and an emergency in fact exists; or

(2) Secures a relinquishment of a coin-operated telephone or a telephone line consisting of two or more stations by falsely stating that the line is needed for an emergency; or

(3) Publishes telephone directories to be used for telephones or telephone lines and the directories do not contain a copy of this section; or

(4) Makes an emergency call for medical or ambulance service, knowing that no medical emergency exists; or

(5) Interrupts, disrupts, impedes, or otherwise interferes with the transmission of a citizen's band radio channel communication the purpose of which is to inform or inquire about a medical emergency or an emergency in which property is or is reasonably believed to be in imminent danger of damage or destruction.

609.785 Fraudulent Long Distance Telephone Calls

Whoever obtains long distance telephone service by intentionally charging the cost thereof to a false or non-existent telephone or calling card number or to the telephone or calling card of another without his authority may be sentenced to imprisonment for not more than 90 days or to payment of a fine of not more than $300 or both, when the value of the telephone service obtained is not more than $100; and by imprisonment for not more than five years or to payment of a fine of not more than $5,000, or both, if the value of the telephone service obtained in a single transaction, or in separate transactions within any six month period is more than $100.

Whoever willfully makes, assembles or possesses any electronic, mechanical or other device having reason to know that it is intended to be used and that its design renders it primarily useful to avoid payment of lawful charges for long distance telecommunications service, in whole or in part, or whoever sells, gives or otherwise transfers to another, such a device, or offers or advertises such a device for sale, or advertises offers for a monetary consideration, plans or component parts for the purposes of making or assembling such a device, having reason to know it is intended to be used unlawfully, or whoever, by use of such a device, obtains or attempts to obtain long distance telecommunications services, may be sentenced to imprisonment for not more than three years or to payment of a fine of not more than $3,000 or both.

609.79 Obscene Or Harassing Telephone Calls

Whoever,

(1) By means of a telephone,

(a) Makes any comment, request, suggestion or proposal which is obscene, lewd, lascivious, filthy or indecent,

(b) Makes a telephone call, whether or not conversation ensues, without disclosing his/her identity and with intent to annoy, threaten, or harass any person at the called number,

(c) Makes or causes the telephone of another repeatedly or continuously to ring, with intent to harass any person at the called number, or

(2) Knowingly permits any telephone under his control to be used for any purpose prohibited by this section, shall be guilty of a misdemeanor. The offense may be prosecuted either at the place where the call is made or where it is received.

What To Do-If You Receive Unwanted Sales Or Survey Calls

1. Be skeptical of offers that sound too good to be true; they usually are.
2. Report companies using questionable sales practices to the Better Business Bureau or your state attorney general's office.
3. Disconnect computer-generated calls by hanging up your telephone for 12 to 15 seconds.
4. Contact the Direct Marketing Association to have your name removed from telephone solicitation lists. Write to:
   Telephone Preference Service,
   c/o Direct Marketing Association,
   P.O. Box 9014, Farmingdale, NY 11735-9014
5. Do not give your credit card number to anyone who calls and asks for the number over the telephone.

What Should I Do If I Have A Complaint?

You should first try to resolve your complaint directly with the company providing the service or the company billing you for the service. If you are unsuccessful in your attempts to resolve your complaint yourself, then you should file a complaint with the proper regulatory agency.

You may file a complaint with the Public Utilities Commission (PUC) at the following address:

Minnesota Public Utilities Commission
121 7th Place East, Suite 350 • St. Paul, MN 55101-2147
800-657-3782 You may also call 651-296-0406 • E-mail: consumerpuc@state.mn.us

Complaints about services provided within a state should be addressed to the state public utility commission for that state. These complaints might include rates for your local telephone service and charges for toll calls placed from one location in a state to another location within the same state.

There is no special form to fill out to file an informal complaint and there is no charge to file an informal complaint with the FCC. You can simply send a letter in your own words to:

Federal Communications Commission Common Carrier Bureau Enforcement Division
Informal Complaints and Public Inquiries Branch
Stop Code 1600A2 • Washington, DC 20554

It will expedite processing of your complaint if your complaint letter is typed or legibly printed. Your letter should include your name and address, the telephone number or numbers involved with your complaint, a telephone number where you can be reached during the business day, and the name of your local telephone company. Your local telephone company often has records that are essential to processing your complaint.

Your complaint letter should provide as much specific information about your complaint as possible, such as an explanation of the circumstances that led to your complaint, the names of all telephone or other companies involved with your complaint, the names and telephone numbers of the telephone company employees that you talked with in an effort to resolve your complaint, the dates that you talked with these employees, and any other information that would help the Branch to process your complaint.

You should also state in your complaint letter the relief that you are requesting, such as a credit or refund for calls charged to your telephone bill. If you are requesting a refund or adjustment for calls charged to your telephone bill, you should include a copy of the telephone bill or bills listing the disputed charges. It will expedite processing of your complaint if you circle on the copy of the bill(s) all call charges that you are disputing.

If your complaint concerns calls placed from a transient telephone location (such as a public pay telephone, hotel, motel, convenience store, etc.), you should in-clude: (1) the name of the Operator Service Provider providing long distance service for the telephone, and (2) the name, address and telephone number for the hotel, motel, convenience store or other entity where the telephone was located. If you do not provide this information, we may not be able to process your complaint. It also would be helpful if you could provide the number on the telephone, the telephone vendor (if identified on the telephone), and any other information that would be helpful in processing the complaint.

For more information, visit the FCC website at www.fcc.gov.

10 GENERAL RULES AND REGULATIONS

The rules and regulations specified herein apply to the telephone service and to any equipment and facilities associated with your telephone service furnished by Arvig and are in addition to the Rules and Regulations contained in the General Exchange Tariff or in the Local Exchange Tariffs. Note: All rules and regulation in effect of printing are subject to change without notice.

Customer Responsibilities

1. Connect through FCC approved jack (six position "mini-modular" design).
2. Maintain equipment (you must pay for repair, replacement, etc. of your own equipment).
3. Continue to give Arvig access for testing.
4. Disconnect equipment from network if it causes trouble.
5. Inform of final disconnection.
6. If you buy your own equipment, please contact Arvig to determine if the equipment will work properly on its system.
7. Equipment failures of customer-owned equipment which may cause an outage in service. If a customer calls with a repair or service problem and Arvig, upon testing, determines that an instrument owned by the customer is actually causing the trouble, a trip charge will be made during normal work hours and an additional amount on Sundays, holidays and after normal working hours.
8. If you own your equipment, you still have to pay a monthly access charge to connect to the communications network. This charge covers the operation and maintenance costs of switching and cable used to bring the entire national network to the customers.
9. When you sign-up for Inside Wire maintenance from Arvig the home owner is protected when something goes wrong with customer-owned wiring. For instance, if anything goes wrong from the box outside of the house to the jacks inside of the house, Arvig will not charge the customer for the trip out to the home or the cost to fix the wiring. Sign-up today!

Care Of Equipment

The telephone equipment, apparatus, and lines furnished shall be carefully used and cared for by the subscriber and shall be surrendered to Arvig upon termination of the subscriber's right of use in as good condition as when received, ordinary wear and tear alone excepted.

All ordinary expense of maintenance and repair, unless otherwise specified in Arvig's tariffs or in the contract for the use of the equipment, will be borne by Arvig. In case of damage to, or destruction of, any of the said equipment, due to negligence of the subscriber, the subscriber shall pay either the cost of replacing the equipment or the cost of restoring the equipment to its original condition.

Use Of Equipment And Service By Subscriber

Telephone service is furnished to subscribers for use only by the subscriber, his family, guests or persons residing with him as members of his household, persons leasing or subleasing his residence during his temporary absence from such premises, or by his employees or representatives when engaged in business, except as the use is extended to others under the established regulations governing semi-public telephone service, and except as the use of service may be extended to joint users under the established regulations governing joint user service.

Attachments Of Equipment

As a subscriber, you have a choice as to where you obtain your telephones and other station apparatus. You may own your equipment, or you can lease your equipment.

Depending on your particular circumstance, you could choose which method would be most economical for you. The Federal Communications Commission has given you the option of purchasing or leasing your own telephone equipment and connecting it directly to the Telecommunications Network, provided that you meet certain requirements of the FCC. Main telephones, extensions, and other devices may be purchased or leased by you and connected directly to the Network without any protective devices. Connection must be made through a standard receptacle or "jack", and the gear must be of a type that has been registered with the FCC or "grandfathered".

Connection Of Unauthorized Equipment And Appliances

Subscribers shall not use or permit to be used in connection with the equipment or facilities furnished by Arvig any electrical or mechanical apparatus or device not provided by Arvig or permit the attachment of advertising or other devices. Telephone instruments have been designed to produce the best results and are necessarily sensitive and intricate. The use of any apparatus or device attached to such instruments generally interferes with telephone service. In order to protect the service, Arvig reserves the right to remove from the instruments or facilities any equipment, apparatus, or device of any kind in any way connected therewith other than that furnished by it.

Allowance For Failure Of Service

Arvig does not guarantee uninterrupted working of its lines and equipment. In case service is interrupted otherwise than by negligence or willful act of the subscriber, an adjustment may, upon application by a subscriber, be made in the amount of charges for such service, equipment, and facilities furnished as are rendered useless or inoperative. Any adjustment shall apply only to the period the interruption continues beyond twenty-four (24) hours after notice of the interruption is received by Arvig. No other liability shall in any case attach to Arvig. This failure of service applies only to local service within the subscriber's own exchange and does not apply to outages of toll lines or extended area service lines.

Change Of Telephone Numbers

Arvig does not undertake to continue the furnishing of service to a subscriber in any exchange area through any particular central office in that area and may change the telephone numbers of the central office designation whenever it deems it desirable in the conduct of its business.

Tampering With Equipment

Arvig may refuse or deny to furnish telephone service to any person, firm or corporation on whose premises is located any telephone equipment owned by Arvig which shows any evidence of tampering, manipulation, or operation or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

Defacement Of Premises

No liability shall attach to Arvig by reason of any defacement or damages to the subscriber's premises resulting from placing the company's equipment and associated wiring on such premises, or by removal thereof when such defacement or damage is not the result of negligence on the part of the company or its employees.

Default Of Payment Or Other Violation Of Regulations

Charges for exchange service and facilities are due in advance. Charges for rent and long distance services are due when the bill for such service is rendered. Failure to receive a bill does not exempt the subscriber from prompt payment of his account. The subscriber is held responsible for all charges for exchange service and facilities furnished at his request, and for all long distance service furnished at his station or stations, including charges for toll messages received at his station or stations on which the charges have been reversed. In the event of default of payment of any sum for either exchange or toll service or both, the use of foul or profane language, the impersonation of any other person with fraudulent intent, or any other violation of Arvig regulations, Arvig may either suspend service or terminate the service without suspension notice.

Continued On Next Page

Toll Charges

All subscribers will be held responsible and accountable for the toll charges over their respective telephones. If you question a toll call or think that there is some error on your bill, please return the toll statement and circle the calls that you question.

Telephone Directories

Arvig will furnish one directory for each access line connected, or sufficient directories required (at the company's discretion) to obtain maximum use of the services provided. Additional directories are also available at an additional charge.

Directory Listing Errors

Arvig issues directories to assist in furnishing prompt and efficient service and it does not guarantee to its subscriber correct listings therein. Every precaution is taken to prevent errors in, or omissions of, directory listings but they may occur and Arvig will assume no liability for damages caused to a subscriber because of such errors or omissions. Likewise, Arvig will not be a party to controversies arising between subscribers or others as a result of listings published in its directories.

Additional Listings

Additional telephone number listings are available for a monthly charge.

Ownership And Use Of Equipment

Directories, equipment, and lines furnished by Arvig, on the premises of a subscriber are the property of Arvig. The company's agents and employees, upon producing proper identification, shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment, etc.

Transmission Of Messages

The function of Arvig is to furnish a means of communications between telephone stations. Acceptance by employees of written or verbal communications from the public for transmission or delivery is forbidden.

Fire Alarm And Other Emergency Calls

Arvig assumes no liability in accepting, handling or transmitting fire calls or other emergency calls of any nature.

Outgoing And Incoming Service Privileges

The tariffs and rate schedules of Arvig govern and fix the outgoing service of a subscriber and in no manner guarantee to him the same incoming service. All incoming service of a subscriber depends upon and is limited by the right of a calling subscriber to such service.

Seasonal Service

Seasonal service is available. For more information call Arvig at 888-992-7844.

Telephone Equipment

If you are considering the purchase or lease of your own telephone equipment, please keep the following points in mind:

- You will be responsible for all maintenance and repairs on any telephone equipment that you purchase or lease from a source other than your telephone company.
- When a customer asks Arvig to make a repair visit, there will be no charge if the service problem is traced to equipment leased from Arvig. However, there will be a charge for the service call if customer-provided equipment is causing the problem. In addition, it will be the customer's responsibility and expense to have his equipment repaired.
- The responsibility for all installation and repair of inside wire and house riser cable was transferred to our customers on January 1, 1987. This means that in the event you have trouble with your telephone wire between the protector and the telephone, whether the wire is inside or fastened to the outside of your home or business, your telephone company will no longer repair it without charge. Maintenance contracts are available.
- When you sign-up for Inside Wire maintenance from Arvig the home owner is protected when something goes wrong with customer-owned wiring. For instance, if anything goes wrong from the box outside of the house to the jacks inside of the house, Arvig will not charge the customer for the trip out to the home or the cost to fix the wiring. Sign-up today!

Long Distance Rates

Rates vary depending on your intralata and interlata carriers. Check with them for specific rates, times and discounts.

Business Rates

Apply to the following: At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business, than residence nature, which fact might be indicated by advertising, either by business cards, newspapers, handbills, billboard, circular, motion pictures, screens, vehicles, etc.

At residence locations, when an extension station or extension bell is located in a shop, office or other place of business.

In any location where the listing of service at that location indicates a business, trade or profession.

Telephone Bills

All telephone accounts are due when received and if not paid become delinquent by date stated on billing. When making payment, be sure to send or bring the cashier's stub.

Refunds or credit balances are generally made three months after telephone service has been discontinued. This is to make sure that all long distance call charges are in.

Payments may be paid by mail, dropped off at any Arvig Store or via the web at www.arvig.com:

Payments can also be made through our Automatic Payment Plan.
Call 888-992-7844 to sign-up for this service or go online at www.arvig.com.

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Moves Of Telephone Equipment

Telephone equipment installed on the premises of subscribers and owned by Arvig shall not be moved from one location to another except by an Arvig representative. For any changes in location of telephone equipment or wiring, the subscriber shall be required to pay the established charges for making such change in location.

Pay-Per-Call Services

This statement describes your rights under the Federal Telephone Disclosure and Dispute Resolution Act with respect to telephone-billed purchases made using 900 pay-per-call services that are billed to you through your local telephone company. The procedure that you must use to notify Arvig of a billing error and the steps that it must take in response to your notice are as follows:

You may provide notice of a billing error to Arvig by telephone or in writing. The notice must be given within 60 days of receipt of the disputed bill, or from the date the disputed services were delivered, whichever occurs later.

Notice should include:

(1) your name or the customer's name, and telephone number to which the charge was billed;
(2) the date and amount of the error;
(3) the type of error you believe occurred; and
(4) why you believe it was an error.

If you orally communicate that a billing error has occurred, it is presumed that sufficient notice to initiate a billing review has occurred.

You have the right to withhold payment of any disputed amount pending completion of our billing review, and any action to collect any disputed amount by your local telephone company will be suspended pending completion of the billing review. The review will be taken within two billing cycles (two months) after your notice is received. You will not be charged for a billing review.

If it is determined that no billing error occurred, Arvig will send you an explanation setting forth the reasons why it has been determined that there was no error. Your local telephone company will notify you in writing, normally with your billing statement, of the time when payment is due for the portion of the disputed amount that is determined not to be in error. Payment must be made in the normal course of billing or as otherwise provided, but not less than ten days after the request for payment is made. The provider of the 900 service or your local telephone company may take action to collect the sum outstanding that is determined not to be the result of a billing error if you continue to withhold payment of the disputed amount once the billing review is completed.

If there was an error - even a partial error or an error different than what you asserted - your account will be adjusted appropriately.

If you request, Arvig will provide written explanation and copies of any documentary evidence related to the dispute. Once your local telephone company has completed its investigation regarding a claim you make of a billing error, it has no further responsibility if you continue to make substantially the same allegation.

The provider of the disputed service will be advised of the disposition of the billing error investigation and the reason for that disposition. Collection efforts by those entities providing the service may continue despite a credit to your bill. In that event, the names, addresses and telephone number of the providers are available from your local telephone company.

If Arvig fails to follow the billing and collection procedures prescribed by Section 308.7 of the Federal Trade Commission rule implementing the Federal Telephone Disclosure and Dispute Resolution Act, it is obligated to forfeit any disputed amount, up to $50 per transaction.

Your local exchange and long distance service cannot be disconnected or interrupted as a result of your failure to pay charges for pay-per-call service, charges for information services provided pursuant to a presubscription or comparable arrangement, or charges you have disputed for tariffed collect information services.

You can, on a one-time basis, obtain blocking of access to services offered on the 900 service access code at no charge before January 1, 1994 or within 60 days after your subscription to a new number becomes effective. Other requests for blocking, and requests for unblocking will be subject to a one-time fee. Arvig interstate tariff includes the terms and conditions that apply. Requests to remove 900 service blocking must be in writing.

You have a right not to be billed for pay-per-call services not offered in compliance with Federal laws and regulations established until Titles II or III of the Telephone Disclosure and Dispute Resolution Act.

Your access to 900 service may be involuntarily blocked for failure to pay legitimate pay-per-call charges.

Protection From "Slamming"

You may be surprised to receive a long distance telephone bill from a telephone company you don't recognize. This may mean you have been "slammed", which means your long distance telephone service has been switched without your knowledge or permission. State and Federal rules can protect you from "slamming."

As a Minnesota telephone customer, you may ask your local telephone company to "freeze" your long distance carrier. This means that your carrier cannot be switched unless your local telephone company receives notice directly from you to request the switch.

Call your local telephone company if you would like to "freeze" your long distance carrier.
For more information on what to do if you have been "slammed,"
contact the FCC at 888-225-5322 or visit the FCC web site at www.fcc.gov or the
Minnesota Public Utilities Commission web site at www.state.mn.us.

There are no long distance charges for calls between the exchanges indicated below. When calling an EAS (extended area service) exchange, simply dial the 7 digit telephone number as listed in the directory. Please DO NOT dial DDD Acess "1", or dial the operator when placing EAS calls. Doing so could result in charges for the call.

EAS	TO
Eden Valley	Cold Spring, Richmond, St Cloud, Watkins
Greenwald	Melrose, Elrosa
Grey Eagle	Melrose
Kimball	St Cloud, Watkins
Melrose	Greenwald, Grey Eagle, Elrosa
Richmond	Cold Spring, Eden Valley, St Cloud, St Martin
Sauk Centre	Elrosa
St Martin	Richmond
Watkins	Cold Spring, Eden Valley, Kimball, St Cloud

There are a variety of different Calling Features that can be added to you telephone line. These features can help you and make more out of your current service. Call our office with questions on our different features, or to have a feature installed on your line.

Anonymous Call Rejection

(Available only with Caller ID)
Anonymous Call Rejection stops calls from those who are blocking their number when calling you. Anyone using one of the blocking options when calling you will hear an announcement that you do not accept anonymous calls, and they should remove blocking and call back. All other calls will ring through as usual.

To activate:

- Lift the handset and listen for dial tone.
- Press * 77 (on rotary phones dial 1177).
- Listen for a confirmation tone or announcement.
- Hang up.

To cancel:

- Press * 87 (rotary phones dial 1187).
- Listen for a confirmation tone or announcement.
- Hang up.

Call Forwarding: Busy Line-Fixed or Variable

Call Forward Busy allows you to direct calls to another telephone number when the line is busy.

To Forward Calls (variable only):

- Lift handset and listen for dial tone.
- Dial * 90 (on rotary phones dial 1190).
- Listen for three beeps and a steady dial tone.
- Dial the telephone number to which all calls will be forwarded when your line is busy.
- Hang up when three beeps followed by a dial tone is heard or stay on the line and talk to the forwarded party.

To cancel Call Forwarding Busy:

- Lift handset and listen for dial tone.
- Dial * 91 (on rotary phones dial 1191).
- Listen for three beeps.
- Hang up.

To use Call Forwarding Busy (fixed):
Simply inform the telephone company of the number you would like your calls forwarded to. The feature will always be ready to work for you.
Note: Calls forwarded to long distance telephone numbers will be charged to you.

Call Forwarding: Don't Answer-Fixed or Variable

Call Forward Don't Answer redirects your calls to another phone number if you do not answer your phone within a specified number of rings.

To Forward calls (variable only):

- Lift handset and listen for dial tone.
- Dial * 92 (on rotary phones dial 1192).
- Listen for three beeps and a steady dial tone.
- Dial the telephone number to which all calls will be forwarded when your line is not answered.
- Hang up when three beeps followed by a dial tone is heard or stay on the line and talk to the forwarded party.

To cancel Call Forwarding Don't Answer:

- Lift handset and listen for dial tone.
- Dial * 93 (on rotary phones dial 1193).
- Listen for three beeps.
- Hang up.

To use Call Forwarding Don't Answer (fixed):
Simply inform the telephone company of the number you wish to forward to. The feature will always be ready to work for you.

Note:
Calls forwarded to long distance telephone numbers will be charged to you.

Call Forwarding: Variable

Call Forwarding allows you to program your calls to ring at another number. Each time a call is forwarded, your phone will make one short ring. It can still be used to make outgoing calls.

To Forward calls:

- Lift handset and listen for dial tone.
- Dial * 72 (on rotary phones dial 1172), then listen for three beeps and a steady dial tone.
- Dial the number where you want your calls forwarded.
- Listen for three beeps.
- Hang up, or stay on the line and wait for ring tone and talk with the forward to party.

To cancel Call Forwarding:

- Lift the handset and listen for dial tone.
- Dial * 73 (on rotary phones dial 1173), listen for three beeps.
- Hang Up.

Notes:

a. Calls forwarded to long distance telephone numbers will be charged to you.
b. To change the number to which your calls will be forwarded, follow the above procedures.
c. Call Forwarding will ring distinctively.
d. While calls are being forwarded, you can still make outgoing calls.

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Call Hold

Call Hold lets you dial a special code and place someone on hold when you want to initiate a second call, or when you need to talk privately with someone in the room. You can also place a call on hold, hang up, listen for ringing, and retrieve the call from another extension off of the same phone line.

To put a call on Hold:

- Depress and release the switchhook.
- Listen for three beeps and a steady dial tone.
- Press *9# (on rotary phones dial 119 and ignore the # key). The caller is put on Hold.

To return to a call on Hold:

- Press *9# (rotary phones dial 119 and ignore the # key).
- Hang Up and allow your telephone to ring.

To alternate between calls:

- Depress and release switchhook. Press *9# (rotary phones, dial 119 and ignore the # key).
- Present call is placed on HOLD; previous call is reconnected.

Call Trace

Call Trace allows you to automatically request a trace of an obscene, threatening or harassing call. After receiving such a call, you simply dial a special code to have the calling party's phone number printed at the telephone company.

To use Call Trace:

- Hang up after receiving the annoying or offensive call.
- Lift the receiver and listen for dial tone. Press * 57 (on rotary phones dial 1157). Then listen for announcement informing you whether the trace was successful or not.

After activating a Call Trace, you should call your telephone company if you want the call investigated further.

Notes:

a. Traced call information is provided to a law enforcement agency only, not to the subscriber.
b. It is important that you activate Call Trace immediately after the offending call. If you delay taking action and receive a subsequent incoming call, Call Trace will not trace the correct number.
c. If a Call Waiting tone is received during a call that is to be traced, tracing will occur on the Call Waiting call rather than the original calling number.
d. Does not work on international calls, 500, 800, 855, 866, 877, 888, and 900 numbers, or calls originating from an area or long distance carrier where this feature in not provided.

Call Transfer

(Three-Way Calling feature required)

Call Transfer allows you to transfer calls to another line or voice mail. You can transfer calls you originate or incoming calls. It works with local or long distance calls.

To Transfer calls:

- Depress and release the switchhook or press flash.
- Listen for three beeps and a steady dial tone (present call is placed on hold).
- Dial third party's telephone number.
- When the line begins to ring, wait for the third party to answer, have a three-way conference, or hang up to transfer the call.

Note:

Toll charges apply on long distance calls.

Call Waiting

Call Waiting alerts you with a beep during a telephone conversation that another call is waiting to be answered.

- It prevents missed calls.
- Provides many of the advantages of an additional line, but at a fraction of the cost.

To end an existing call and answer a Call Waiting call:

- Hang up, then allow telephone to ring and answer it.

To hold an existing call and answer a waiting call:

- Depress and release the switchhook or press flash.

To alternate between calls:

- Depress and release switchhook or press flash.

To disconnect call:

- Hang up.

Note:

If you have Call Hold, you must press *9 # after depressing the switchhook or press flash to accept the waiting call. To order these or other features and services, please call your local business office. Monthly charges and connection fees will apply.

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Caller ID

Know who's calling before you answer.
A special Caller ID display device lets you see the calling telephone number and name, giving you the option of answering or not. Caller ID dramatically enhances your privacy and security. To use Caller ID, you need a special display phone or a display add on unit for your existing phone. Anonymous Call Rejection is included with Caller ID.

To use Caller ID:

- When you receive a call, wait until your telephone completes the second ringing signal. The telephone number and name of the person calling you will automatically appear on your display screen.

320-555-1234
John Q. Public

- If you choose to answer the call, the number and name will remain on the screen until you or the caller hangs up.

Notes:

a. If the letter "P" or PRIVATE appears on your screen, the caller may have blocked the display of his or her name and number. You can choose whether or not to answer the call.
b. If OUT OF AREA or UNKNOWN NUMBER appears, the caller is calling from an area or equipment where the information is not available.
c. The caller information will not display if the caller has CALLING NUMBER DELIVER BLOCKING.
d. Will not work with calls originating from an area or long distance carrier where this feature is not provided or with 500, 800, 855, 866, 877, 888, or 900 prefix numbers. Caller ID service is susceptible to fraud known as Caller ID "spoofing". Congress is currently considering new laws. For more information visit www.fcc.gov and search for "spoofing".

Cancel Call Waiting

Cancel Call Waiting allows you to cancel Call Waiting before or during a telephone call. Prevents Call Waiting interruptions on important calls and long distance calls.
Prevents data transmission errors caused by Call Waiting tones when using computer modems.

To cancel Call Waiting before making a call:

- Lift handset and listen for dial tone. Dial *70 then listen for three beeps and a steady dial tone (on a rotary phone dial 1170).
- Dial Desired telephone number.

To cancel CALL WAITING during a call:
(Three-Way Calling feature or Call Hold feature is required):

- Depress switchhook or press flash, then listen for three beeps and a steady dial tone. Dial *70, then listen for three beeps (on a rotary phone dial 1170).
- Wait for automatic reconnection to existing call.

Note: When Cancel Call Waiting is activated, caller will hear a busy signal.

Continuous Redial

Continuous Redial allows you to dial code to have your phone continuously attempt to redial a busy number that your tried to call. When the line is free, you will be alerted with at special ringing, and a call will automatically be made. You can also the last number you called.

To use Continuous Redial:

- Hang up, then lift the receiver and listen for dial tone.
- Press *66 (on rotary phones dial 1166). If the line is still busy, hang up. Your phone will check the number for up to 30 minutes. You will hear a short-short-long ring when the line is free. Your call will automatically be made when you lift the receiver.

To cancel Continuous Redial:

- Press *86 (on rotary phones dial 1186) and listen for tone or announcement.

Notes:

a. While Continuous Redial is activated, you may still make and receive other calls.
b. You can use Continuous Redial for more than one busy number at a time. You will hear a special ring when one of these numbers becomes idle; however, you will not be able to tell which of the numbers it is.
c. If the number you are trying to reach is outside the area served by Continuous Redial, you will hear a recording advising you that the call cannot be made.

Do Not Disturb

Do Not Disturb allows you to prevent incoming calls from ringing at your telephone. Only callers who have your Personal Identification Number (PIN) can override the Do Not Disturb feature and ring your telephone

To activate Do Not Disturb:

- Lift the handset and listen for dial tone.
- Press * 7 8 (on rotary phones dial 1178).
- Listen for three beeps.
- Hang up.

To cancel Do Not Disturb:

- Lift the handset and listen for dial tone.
- Dial * 7 9 (rotary phone dial 1179).
- Listen for three beeps.
- Hang up.

To set or change your PIN number:

- Lift the handset and listen for dial tone.
- Press *10 (rotary phone dial 1110).
- Listen for three beeps and a steady dial tone.
- Enter PIN (maximum 7 digits).
- Listen for three beeps.
- Hang up.

Notes:

a. The selected PIN remains in storage unless you change or delete it. Deactivation of Do Not Disturb will not erase your PIN.
b. When Do Not Disturb is activated, callers will receive a busy signal or an announcement. At this time, callers who know your PIN may dial it and ring your telephone.

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Enhanced Caller ID

This feature displays the calling number and name on the special display device. It will even display the calling number and name when you are on the line so you can choose to continue your conversation or ignore the Call Waiting beep.

To use Enhanced Caller ID:

- When you receive a call, wait until your phone complete the second ringing signal.

The calling number and name will automatically appear on your display unit.

320-555-1234
John Q. Public

- If you are already on a call, wait until you hear the second Call Waiting beep. The calling number and name will automatically appear on your display unit.

To answer the incoming call, :

- depress and release the switch hook or press and release Call Waiting button on your display unit.

To alternate between calls:

- depress and release the switch hook or press and release Call Waiting button on your display unit.

To disconnect call:

- hang up.

Notes:

a. Feature includes: Call Waiting and Anonymous Call Rejection.
b. If Out Of Area or Unknown Number appears, the caller is calling from an area or equipment where the information is not available.
c. The caller's information will not display if the caller has Calling Number Delivery Blocking.
d. Will not work with calls originating from an area or long distance carrier where this feature is not provided or with 500, 800, 855, 866, 877, 888, or 900 prefix numbers.

Phone To Go

To Turn the Service On/Off:

- Dial 320.XXX.1222.
- Enter your Subscriber Number (10 digit telephone number).
- Enter your password. (Default is 0000).
- Press 1 to turn the service On/Off.

To Change Your PIN:

- Dial 320.XXX.1222.
- Enter your Subscriber Number (10 digit telephone number).
- Enter your password. (Default is 0000).
- Press 5 to change your PIN. Enter your new PIN. Re-enter your PIN to verify.

To Record Your Name:

- Dial 320.XXX.1222.
- Enter your Subscriber Number (10 digit telephone number).
- Enter your password. (Default is 0000).
- Press 3 to record your name.
- Record your name and press the # key when done.

Last Call Return

Last Call Return allows you to dial a code and have a call automatically returned to the last party who called or attempted to call you.

- Eliminates the aggravation of rushing to the phone when you are returning from errands or in the shower only to find that the person on the other end has hung up.
- Makes it easy to return calls that would normally be missed.

To use Last Call Return:

- Lift the handset and listen for dial tone.
- Press *69 (on rotary phones dial 1169).
- Listen for a announcement that will tell you the phone number of the party who called you.
- If you wish to return the call, press 1.

To cancel Last Call Return:

- Lift the handset and listen for a dial tone.
- Press *89 (on rotary phones dial 1189).

Notes:

a. You will only be able to return the last call you received (must be a local call).
b. If the number you are trying to reach is a blocked call or outside the area served by Last Call Return, you will hear a recording advising you that the call cannot be made.
c. After a call during which you heard a Call Waiting tone, you can use the Last Call Return to return a call to the Call Waiting number.

Number Blocking

Per-Call Blocking is automatically provided free of charge on your telephone line. With this feature, a subscriber is able to place a call without their directory number being delivered and displayed to the called party. Per-Line Blocking is also available.

To active Per-Line Blocking:

- Lift the handset and listen for dial tone.
- Press *67 (on rotary phones dial 1167).
- Listen for three beeps and a steady dial tone.
- Dial the telephone number you wish to call and your directory number will not be delivered or displayed to the called party.

Private

The person you've called will not be able to see your number displayed on their telephone display screen. Instead, a "P" or "Private" will be displayed.

Note: The next call you place will deliver your directory number to the called party unless you dial *67 again.

Per-Line Blocking:

This prevents all calls placed from your number from being displayed on called party's Caller ID display, except 911, call trace and operator services.

To cancel Per-Line Blocking:

(allowing your number to be displayed on an individual call)

- Press *82 (rotary phone dial 1182), before placing the call.
- Listen for three beeps and then dial tone.

Note: Please contact our business office for more information about Per-Line Blocking.

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Phone Central Phone To Go Settings

To Change PIN:

- In Phone Central, open the Find Me menu.
- Click Settings.
- Enter your new PIN in the PIN Field.
- Click save.

To Enable/Disable the service:

- In Phone Central, open the Find Me menu.
- Click Settings.
- Check the "Enable Service" box to enable the service.
- Uncheck the "Enable Service" box to disable the service.
- Click Save

To change the Searching for Party Announcement Setting:

- In Phone Central, open the Find Me menu.
- Click settings.
- Check the "Play Search for Party Announcement" box.
- Uncheck the box to not play the announcment.
- Click Save.

To Change the Searching for Party Announcement Delay Setting:

- In Phone Central, open the Find Me menu.
- Click Settings.
- Enter the number of seconds to delay the "Search for Party" Announcement.
- Click Save.

Home Intercom

Home Intercom allows you to make intercom calls within your household (or single line business office) by dialing a special code. Your extensions will ring with a special ringing pattern. This feature also allows you to transfer outside calls to other members of your household.

To place a Home Intercom call:

- Lift the receiver and listen for a dial tone.
- Press *53 (on rotary phone dial 1153).
- Listen for continuous beeping, hang up or depress the switchhook. All extensions on you line will ring.
- Wait for the ringing to stop, indicating that someone else in your home has answered one of the extension phones.
- Lift the receiver or release the switchhook and begin conversation.

To transfer a call to another extension in your home:

- Depress and release the switchhook or press flash (the call will be temporarily placed on hold).
- Listen for recall dial tone.
- Dial *53 (on rotary phones dial 1153) and listen for continuous beeping.
- Hang up or depress switchhook. All extensions on your line will ring, wait for the ringing to stop, indicating that someone else in your home has answered one of the extension phones.

Note:

If your line has other features that use distinctive ringing, you will not be able to distinguish the distinctive rings for these features From the corresponding ring patterns for Home Intercom.

Priority Call

Priority Call allows you to program your telephone line to ring with a special ringing pattern whenever you are called from a select list of up to 31 phone numbers. If you also have Call Waiting, you will hear a distinctive Call Waiting tone whenever someone on your list calls you while you are on the phone.

To use Priority Call:

- Lift the handset and listen for dial tone.
- Press * 6 1 (on rotary phones dial 1161).
- Listen to voice instructions which will guide you through the steps of how to:
- Turn Priority Call on or off.
- Make changes to your Priority Call list.

Turn feature on and off.

- Add a number to list. (Dial 12 on rotary phones).
- Delete a number from list. Dial 11 on rotary phones).
- Review the numbers on list.
- Repeat the instructions.
- Delete all numbers from list.
- Add the last caller (on rotary phones dial 01).

When Priority Call is turned on:

Listen to the ringing pattern or Call Waiting tones:

- When called from any number on your list you will hear a short-long-short ringing pattern or distinct Call Waiting tone.
- When called from any other numbers you will hear normal ringing or Call Waiting tones.

Note:

Does not work on international calls, 500, 800, 855, 866, 877, 888, and 900 numbers, or with calls originating from an area or long distance carrier where this feature is not provided.

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Remote Activation of Call Forwarding

Remote activation of Call Forwarding allows you to activate and deactivate the Call Forwarding features from a remote location. The remote activation capability is optional and can be used in conjunction with the Call Forwarding feature.

How to use Remote Activation of Call Forwarding:

- From a remote touchtone telephone line, press the exchange office number that provides your Call Forward feature.

Eden Valley	453-1370
Grey Eagle	285-1370
Greenwald	987-1370
Kimball	398-1370
Melrose	256-1370
Richmond	597-1370
St. Martin	546-1370
Sauk Centre	351-1370
Watkins	764-1370

- Dial the phone number for which Call Forward will be activated or deactivated, followed by your PIN number (4 to 7 digits).
- Listen for three beeps and dial tone, press * 72 followed by the number you want calls forwarded to.
- Listen for three beeps, then hang up or stay on the line to talk with the forward party.

How to deactivate Remote Activation of Call Forward:

- Follow step 1 and 2 of "How to use".
- Press * 73 then hang up.

Notes:

a. Call Forwarding feature is required.
b. Does not work on international calls, 500, 800, 822, 833, 844, 855, 866, 877, 888, and 900 numbers, or with calls originating from an area or long distance carrier where this feature is not provided.

Selective Call Forwarding

Selective Call Forwarding allows you to create a list of up to 31 phone numbers that are to be forwarded when they call you. When you activate this service, and a call arrives from a telephone number that is on your list, the call is forwarded. All other calls will ring your phone in the normal fashion.

To use Selective Call Forwarding:

- Lift the handset and listen for a dial tone.
- Press * 63 (on rotary phones dial 1163).

Listen to the voice instructions which will guide you through the steps of how to:

- Turn Selective Call Forwarding on or off.
- Make changes to your Selective Call Forwarding list.
- Turn feature on or off

Voice instructions will guide you through the steps of how to:

- Enter, confirm or change the "forward-to" number
- Confirm the "forward-to" number
- Change the "forward-to" number
- Add a number to list. (On rotary phones dial 12).
- Delete a number from list. (On rotary phones dial 11).
- Review the numbers on list.
- Repeat the instructions.
- Delete all numbers from list.

Notes:

a. Does not work on international calls, 500, 800, 822,833, 844, 855, 866, 877, 999, and 900 numbers, or with calls originating from an area or long distance carrier where this feature is not provided.
b. Calls forwarded to long distance telephone numbers will be charged to you.

Second Number Service

Second Number Service allows you to have up to two telephone numbers with unique ringing patterns (and unique Call Waiting tone if you have the Call Waiting feature). Allows you to determine for whom a call is intended (children's number or parent's number. Allows you to determine the type of call (business or personal). Provides many of the advantages of an additional line, but at a fraction of the cost.

To use Second Number Service:

- When someone dials your main telephone number, you'll hear normal ringing (one long).
- When someone dials the second telephone number, you'll hear a special ring that identifies that number (two short).
- Wait until the full ring pattern is complete before answering. You'll know how to greet the caller.

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Selective Call Acceptance

Selective Call Acceptance allows you to screen incoming calls by creating a list of up to 31 phone numbers from which you are willing to accept calls. Calls from phone numbers not contained on your list are sent to an announcement that informs the caller that you are not receiving calls at this time.

To use Selective Call Acceptance:

- Lift the handset and listen for dial tone.
- Press * 6 4 (rotary phone dial 1164).

Listen to the voice instructions which will guide you through the steps of how to:

- Turn the feature on or off.
- Make changes to your feature list.

To add the last caller to your acceptance list:

- Press #01# (on rotary phone dial 1201).
- Repeat the instructions
- Review the numbers on your list.
- Turn feature on or off.
- Add a number to your list. (Dial 12 on a rotary phone).
- Delete a number from your list. (Dial 11 on a rotary phone).
- Delete ALL numbers from your list.

Selective Call Rejection

Selective Call Rejection allows you to create a list of up to 31 phone numbers from which you do not wish to receive calls. Calls from phone numbers on your list are sent to an announcement that informs the caller that you are not receiving calls at this time.

To use Selective Call Rejection:

- Lift the handset and listen for dial tone.
- Press * 60 (rotary phone dial 1160).

Listen to the voice instructions which will guide you through the steps of how to:

- Turn the feature on or off.
- Make changes to your feature list.
- After receiving an annoying call, you may wish to prevent that person from calling you in the future.
- To add the last caller to your rejection list:
- Press #01# (on rotary phone dial 1201).
- Turn feature on or off.
- Add a number to your list. (Dial 12 on a rotary phone).
- Delete a number from your list. (Dial 11 on a rotary phone).
- Review the numbers on your list.
- Delete ALL numbers from your list.
- Repeat the instructions.

Note:

If a number that is on your Selective Call Rejection list is also put on any of your others lists (for example, Priority Call), Selective Call Rejection will override the other services for that telephone number.

Speed Calling 8

Speed Calling 8 allows you to call 8 selected telephone numbers quickly by dialing an assigned code.

Eliminates the need to look up or remember telephone numbers

Saves time when dialing numbers, especially long distance numbers.

Allows fast, accurate dialing of emergency numbers.

To set up Speed Calling 8 numbers:

- Lift handset and listen for dial tone.
- Press 74# for 1-digit Speed Calling (codes 2-9) (on rotary phones, ignore the # key).
- Listen for three beeps and a steady dial tone.
- Enter Speed Calling code. Choose any number, 2 through 9.
- Dial desired telephone number.
- Press the # key (on rotary phones, ignore the # key).

To use Speed Calling:

- Lift the handset and listen for the dial tone.
- Dial the desired Speed Calling code (2-9), then press the # key (on rotary phones, ignore the # key).

To change Speed Calling entries:

- Repeat the first three steps. The old numbers will be automatically replaced in the phone's memory with the new number.

Speed Calling 30

Speed Calling 30 allows you to program 30 telephone numbers, local or long distance into your Speed Calling list.

To program your Speed Calling 30 List:

- Lift the handset and listen for the dial tone.
- Press 75# for 2-digit Speed Calling (codes 20-49) (on rotary phones ignore the # key).
- Listen for three beeps and a steady dial tone.
- Enter 2 digit Speed Calling Code. (Choose any number, 20 through 49).
- Dial desired telephone number. Press the # key (on rotary phones ignore the # key).

To change Speed Calling entries:

- Repeat the first three steps. The old numbers will be automatically replaced in the phone's memory with the new number.

Continued On Next Page

Three-Way Calling

Three-Way Calling allows you to add a third party to an existing telephone conversation.
Reduces the need for callbacks when trying to confirm plans and schedules.
Brings family and friends together.

To set up a Three-Way Call:

- Depress and release the switchhook or press flash.
- Listen for three beeps and a steady dial tone (present call is placed on hold).
- Dial third party's telephone number.
- If busy or no answer, depress and release the switchhook twice to reconnect first call.
- After third party answers, depress the switchhook or press flash for a three-way call.

Notes:

a. You may privately converse with a third party as long as you wish before using the switchhook to establish a three-way call.
b. After a three-way call is established, you may depress switchhook or press flash to drop third party at any time.
c. Toll charges apply on long distance calls.

Toll Control With PIN

Toll Control With PIN allows you to control all types of toll dialing from your line and prevents unauthorized calls.

How to setup your PIN:

- Lift the handset and listen for dial tone.
- Press * 1 2 (rotary phones dial 1112).
- Listen for dial tone.
- Press default PIN. Then press # (rotary phones ignore the # key).
- Listen for three beeps then dial tone.
- Press new PIN access code. Press # (rotary phones ignore # key).
- Listen for three beeps.
- Hang up.

How to change your PIN:

- Lift handset and listen for dial tone.
- Press * 1 2 (rotary phone dial 1112).
- Listen for dial tone.
- Press old PIN access code. Press # (rotary phones ignore the # key).
- Listen for three beeps.
- Press new PIN access code. Press # (rotary phones ignore the # key).
- Listen for three beeps.
- Hang up.

How to use Toll Control With PIN:

- Lift the handset and listen for dial tone.
- Press * 1 3 (on rotary phones dial 1113).
- Listen for dial tone.
- Press your PIN access code (1-7 digits). Press # (rotary phones ignore the # key).
- Listen for three beeps and dial tone.
- Place your toll call.

Note:

If you should forget your PIN access code, you will have to provide a password to your Telephone Company before the PIN will be reset to the default number.

Continued On Next Page

Voicemail

Voicemail is an easy-to-use answering service that offers several advantages over answering machines. It allows incoming calls to be forwarded to your mailbox when your phone line is busy. Optional features provide additional message and greeting capacity. Also with the expanded and family package there is Voicemail to e-mail.

Accessing Your Voicemail

From the phone subscribed to the service:

1. Dial xxx-1234.
2. When prompted, enter your password and press #. (Default password is 0000. You will be prompted to change the password after initial log-in).

From a different phone:

1. Dial xxx-1234.
2. Enter your 10 digit mailbox number (telephone number) and press #.
3. Enter your password and press #.

From a different phone with Arvig Voicemail:

1. Dial xxx.1234.
2. If the number you are calling from has Diversicom Voicemail, when asked for the password enter a * (star) then the system will ask for the mailbox number.
3. Enter your 10-digit mailbox number (telephone number) and press #.
4. Enter your password and press #.

From a different phone with Arvig Voicemail auto login:

1. Dial xxx-1234.
2. If the number you are calling from has Auto Login, you will first need to login to the number you are calling from and then when the message starts, you will need to press * * (star star).
3. Enter your 10 digit mailbox number (telephone number) and press #.
4. Enter your password and press #.

Record Your Greeting

1. Access your Voicemailbox.
2. Press 9 for the mailbox setup menu.
3. Press 1 for greeting options.
4. Press 4 to record your greeting.
5. Record your greeting and press #.
6. Press 2 to keep your greeting.

Change Your Password

1. Access your Voicemailbox.
2. Press 9 for the mailbox setup menu.
3. Press 2 to change your password.
4. Enter your new password and press #.
5. When prompted to verify the password, enter it again and press #.

Retrieve Messages

1. Access your Voicemailbox.
2. Your first new message may play immediately. If not, press 1 to listen to your message. You will hear the announcement "You have x new messages and x saved messages".
3. Press 1 to listen to new messages.
4. Press 2 to listen to saved messages.
5. Press 3 to delete.

When Retrieving Messages, You Can:

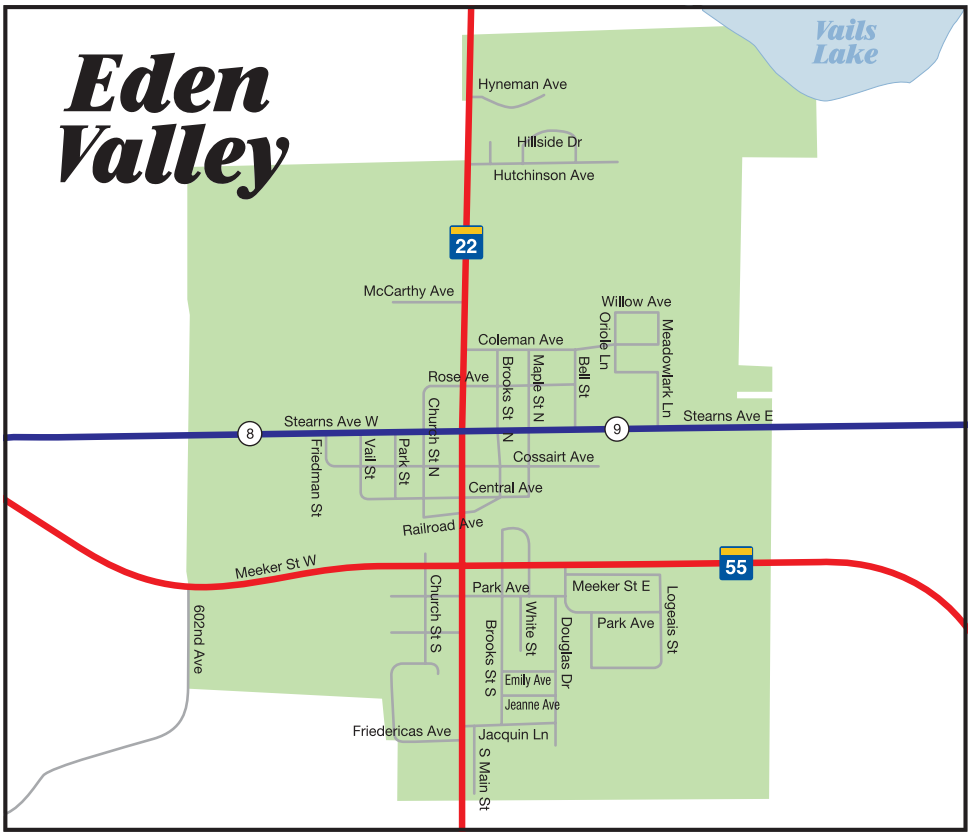
Press 1	Play the message again.
Press 2	Save the message and play the next.
Press 3	Delete the message and play the next.
Press 4	Save the message as new.
Press 5	Reply to the message*
Press 6	Forward the message to another mailbox*.
Press 7	Skip backward in the message.
Press 8	To pause the message.
Press 9	To skip forward in the message.

Using Voicemail To Email*

1. Check your E-Mail as you normally would.
2. When you receive a new Voicemail message, you will receive an email from Arvig delivered right to your inbox. The message will have an attachment.
3. Open the attachment and your media player will play the message.
4. If desired, save the attachment on your PC. Follow the links in the message to save or delete the message from the Voicemail System. *Voicemail package must be set to allow this capability.

Helpful Hints & Reminders:

1. Once you have listened to your message, if you don't keep it or discard it, this message will automatically go into your saved message. It will not stay as a new message.
2. Once the total message limit is reached in your mailbox, you cannot receive any new messages until some are erased. Remind household members to save only their most important messages.
3. Your telephone company does NOT have access to your security code for privacy reasons and for your protection.
4. You can press the # button to skip the greeting message.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Brooks St N
Maple St N
Bell St
Church St N
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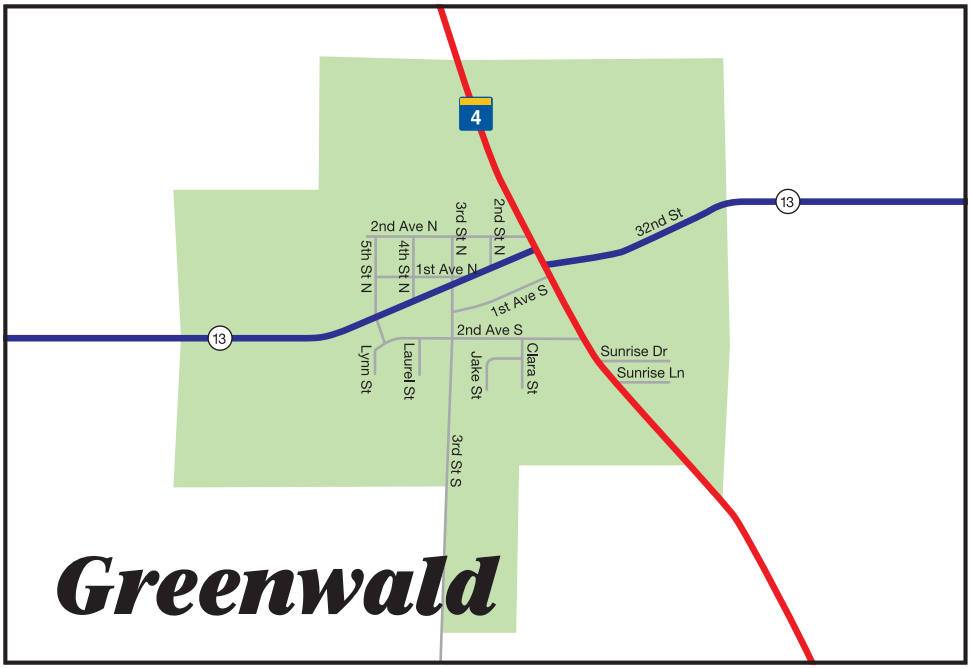
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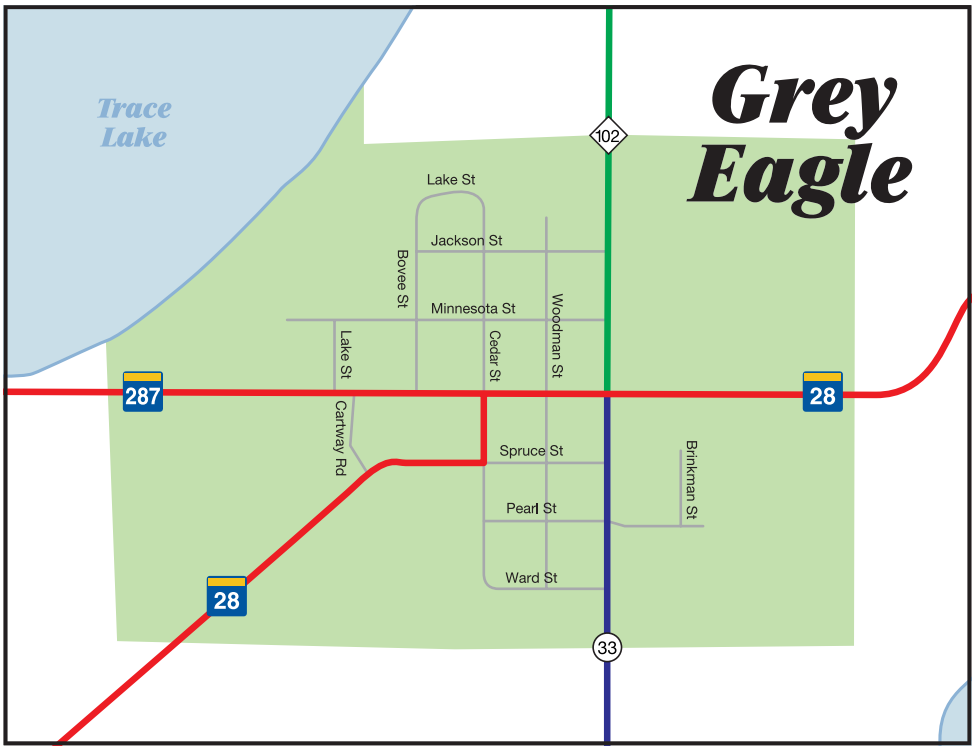
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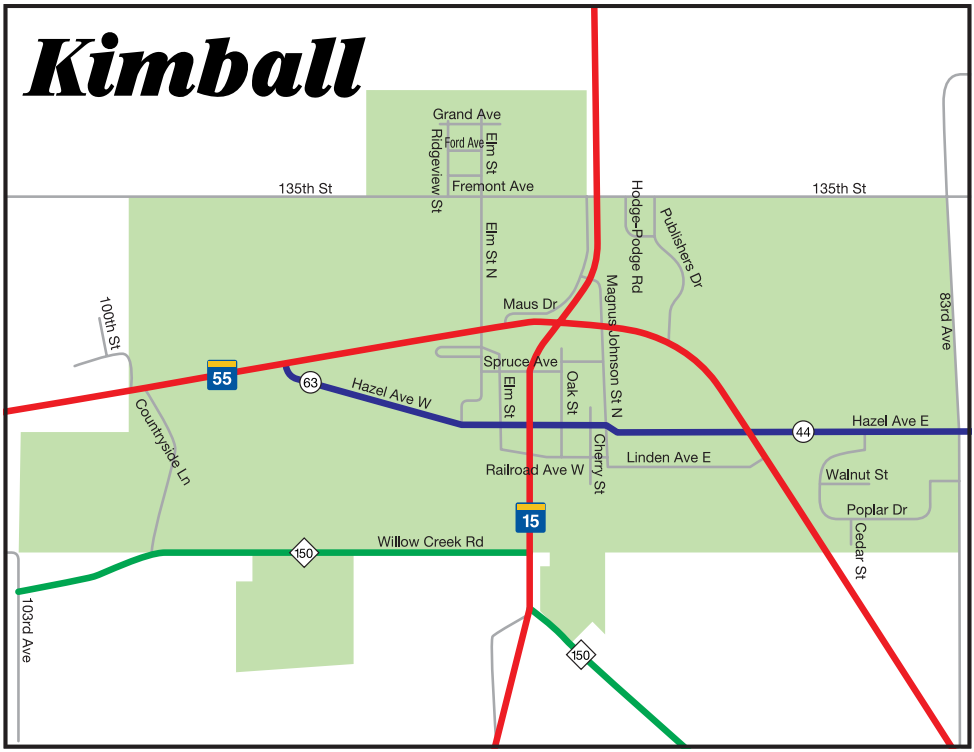
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Magnus Johnson St N
83rd Ave
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Spruce Ave
Elm St
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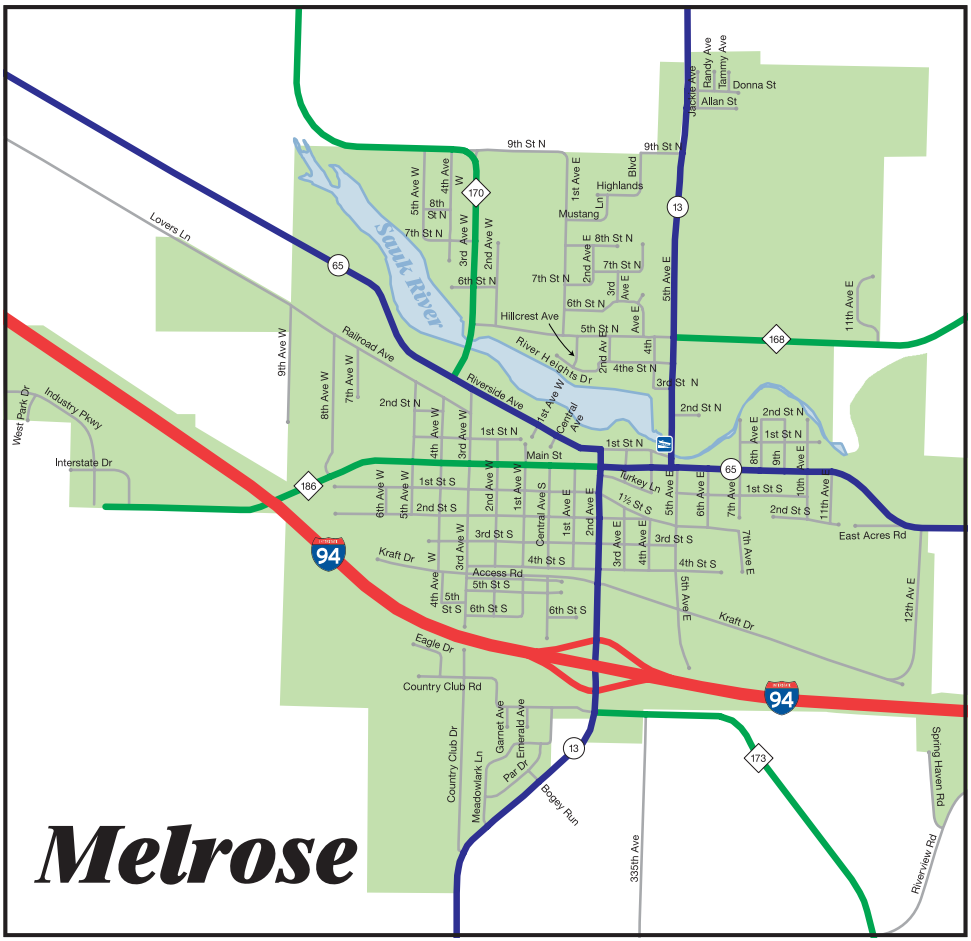
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Highlands Blvd
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Kraft Dr
Access Rd
Eagle Dr
Country Club Rd
Country Club Dr
Meadowlark Ln
Garnet Ave
Emerald Ave
Par Dr
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335th Ave
Spring Haven Rd
Riverview Rd
East Acres Rd
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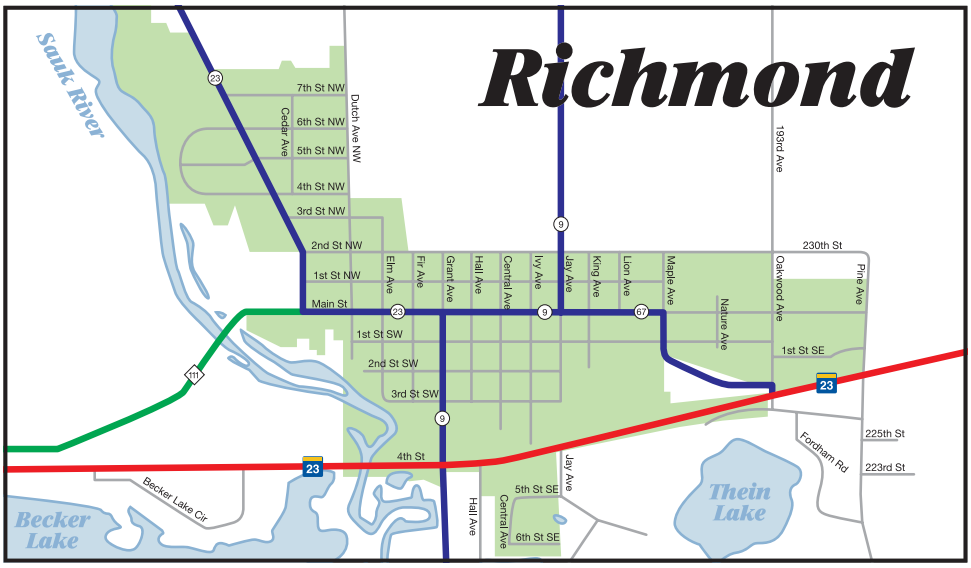
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Central Ave
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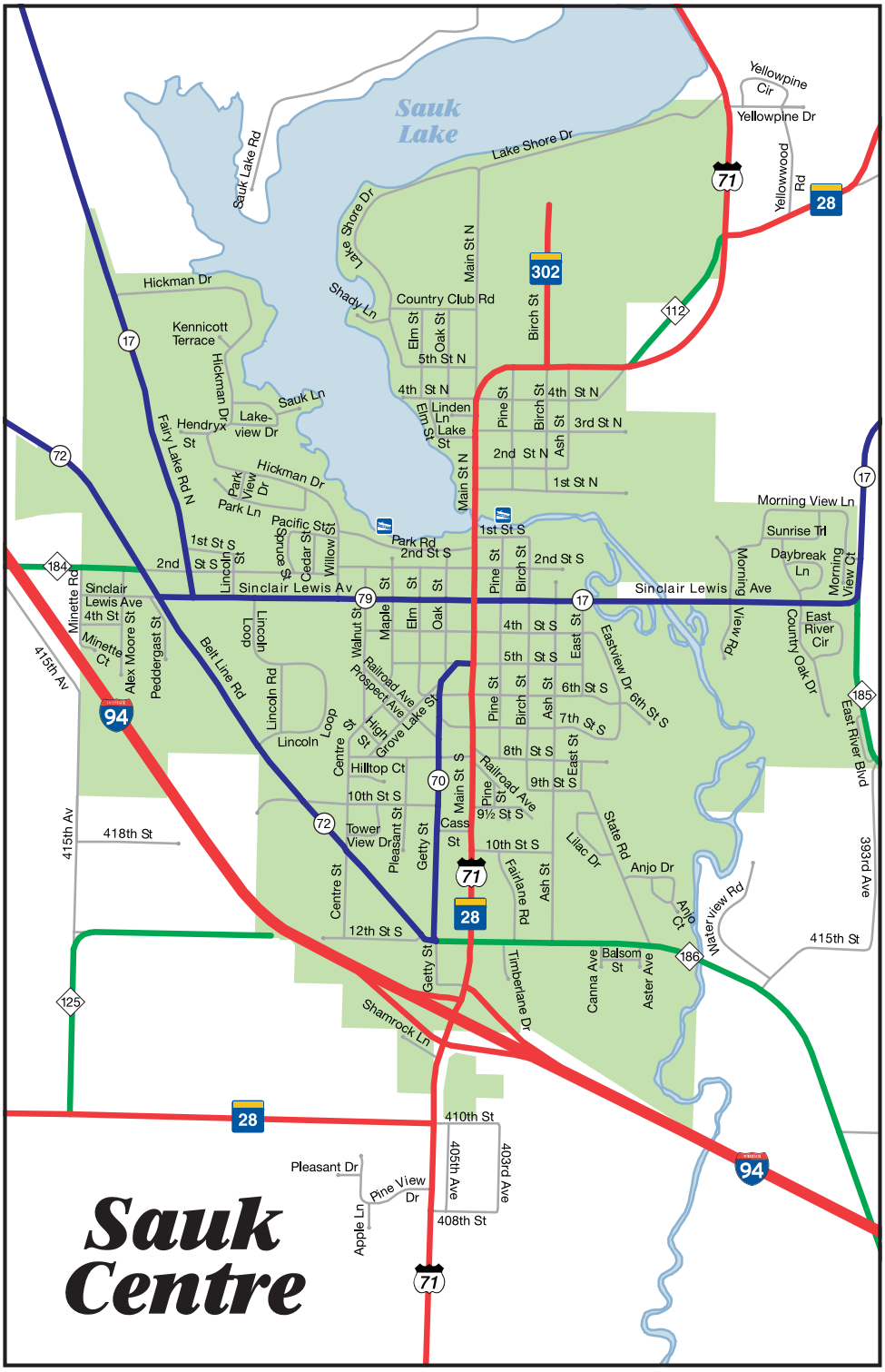
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Belt Line Rd
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Grove Lake St
Lincoln Loop
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High St
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Fairlane Rd
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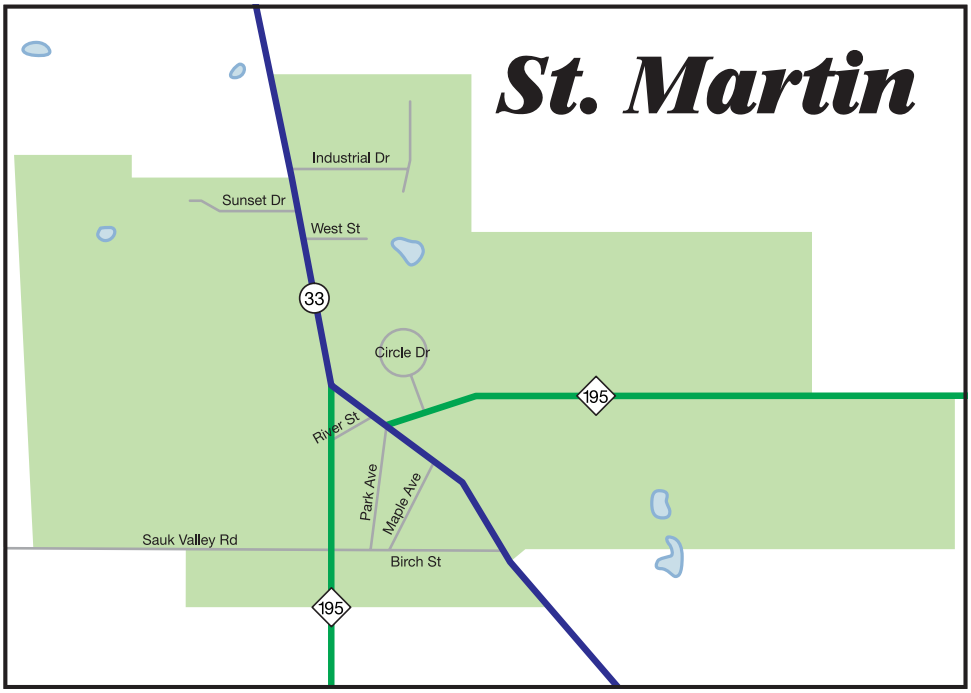
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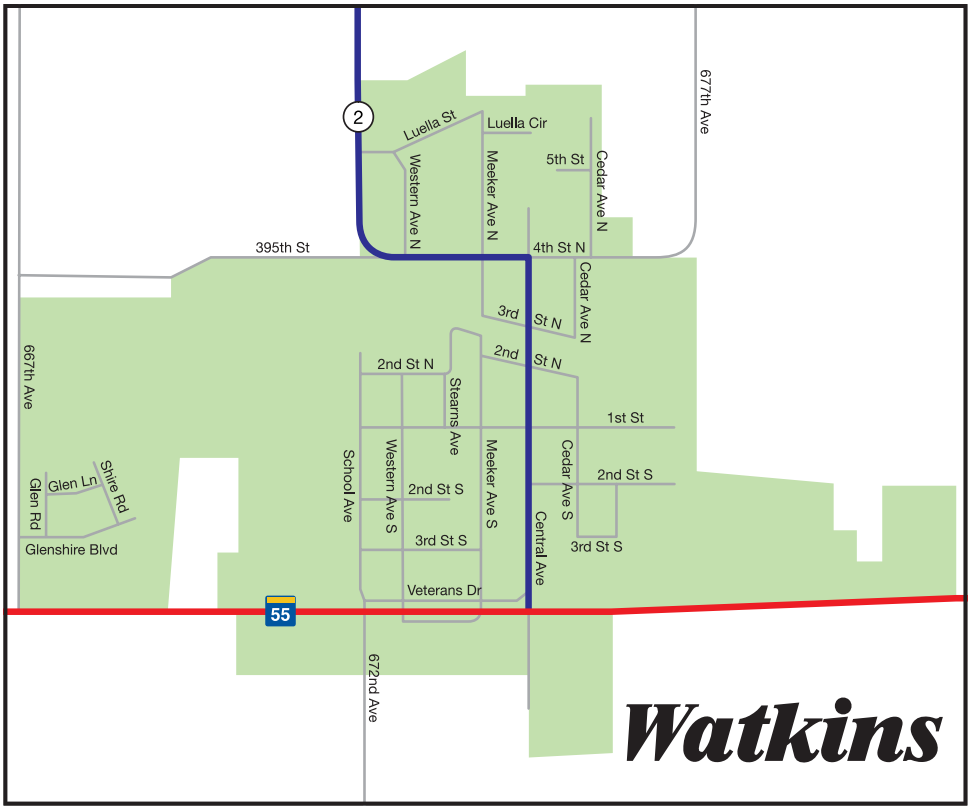
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Glenshire Blvd
School Ave
Western Ave S
2nd St S
Meeker Ave S
Cedar Ave S
2nd St S
3rd St S
3rd St S
Central Ave
Veterans Dr
55
672nd Ave
Watkins

CITY

For information about your City Government, please call the numbers listed below:

City	Phone Number
Eden Valley	320-453-5251
Greenwald	320-987-3168
Grey Eagle	320-285-2464
Kimball	320-398-2725
Melrose	320-256-4278
Paynesville	320-243-3714
Richmond	320-597-2075
Sauk Centre	320-352-2203
St Martin	320-548-3569
Watkins	320-764-6400

COUNTY

For information about your County Government, please call the numbers listed below:

County	Phone Number	Location/Town
Meeker	320-693-5200	County Seat Litchfield MN 55355
Stearns	320-656-3600	County Seat St Cloud MN 56303
Todd	320-732-2167	County Seat Long Prairie MN 56347

MEEKER

ADMINISTRATION/INFO 320-693-5410
ADMINISTRATOR 320-693-5200
ASSESSOR'S OFFICE 320-693-5205
ATTORNEY 320-693-5220
AUDITOR 320-693-5212
CONFIDENTIAL TIP LINE 320-693-5411
COUNCIL ON AGING 320-693-2718
COURTHOUSE 325 N Sibley Av Litchfield .....
320-693-5230
COURT ADMINISTRATION 320-693-5230
COURT SERVICES 320-693-5260
CUSTODIAN 320-693-5455
CUSTODIAN Courthouse 320-693-5456
EMERGENCY 911
EMERGENCY MANAGEMENT 320-693-5420
ECONOMIC DEVELOPMENT
114 N Holcombe 320-693-5272
HIGHWAY DEPARTMENT 320-693-5360
Shop 927 N Armstrong 320-693-8191
HIGHWAY ENGINEER 320-693-5360
JAIL 320-693-5415
JUDGE 320-693-5255
MOTOR VEHICLE (Auto License Bureau) 320-693-5346
PARKS 320-693-5450
PLANNING & ZONING 320-693-5290
PUBLIC HEALTH (Nurse) 320-693-5370
RECORDER 320-693-5440
RECORDS COUNTY/CITY 320-693-5412
SHERIFF Non-Emergency 24 Hours 320-693-5400
Tip Line 320-693-5411
SOCIAL SERVICES 320-693-5300
TDD/TTY 320-693-5204
TRANSFER STATION 320-693-2576
TREASURER 320-693-5345
U OF M EXTENSION SERVICE
114 N Holcombe 320-693-5275
VETERAN'S SERVICE OFFICE
114 N Holcombe 320-693-5445

STEARNS

GENERAL INFORMATION
Administration Center
705 Courthouse Square
St. Cloud 56303 320-656-3600
ADMINISTRATION/COMMISSIONERS 320-656-3601
ASSESSOR 320-656-3680
ATTORNEY 320-656-3880
AUDITOR-TREASURER Administration Center
General Information 320-656-3900
Property Tax Collections 320-656-3870
Voter Registration/Elections 320-656-3920
BUILDING FACILITIES MANAGEMENT 320-656-3611
COURT ADMINISTRATION
Courthouse-Courts Facility 320-656-3620
Jury Information after 5pm
Local 320-656-6328
Toll Free 800-450-5879
EMERGENCY 911
EMERGENCY MANAGEMENT
807 Courthouse Square, Room 073
Law Enforcement Center 320-259-3940
After Hours Call 320-251-4240
ENVIRONMENTAL SERVICES 320-656-3613
EXTENSION-AGRICULTURE/HORTICULTURE/
HOME ECONOMICS/4-H YOUTH DEVELOPMENT
3400 1 St N Ste 103 320-255-6169
Toll Free 800-450-6171
FEEDLOTS 320-656-3613
HUMAN RESOURCES 320-656-3606
www.co.stearns.mn.us/onlineservices/countyemployment
HUMAN SERVICES
General Information 320-656-6000
Hearing Impaired/TTY 320-656-6204
Toll Free 800-450-3663
Administrative Services 320-656-6158
Child Support-Collections-Fraud & Licensing
Community Corrections 320-656-6160

Continued On Next Page

COUNTY

Adult Probation-Supervision
Community Supports 320-656-6460
Juvenile Probation & Specialty
Services Supervision 320-656-6476
Mental Health-Long Term Care
Developmental Disabilities Services
Family & Children's Services 320-656-6000
Child Protection-Child Welfare-Children's Mental
Health Gateway Services 320-656-6000
MFIP-Child Care
Probation Reporting Center 320-656-6186
Public Health 320-656-6155
Immunizations-Quiet Care Clinic
Women's/Infants/Children (WIC)
LAND RECORDS/SURVEYOR 320-656-3900
LAND USE 320-656-3613
LAW LIBRARY 725 Courthouse Square .. 320-656-3678
LICENSE CENTER 320-203-6957
Birth/Death Certificates 320-656-3925
Drivers License Renewal 320-656-3926
Game & Fish Licenses 320-656-6525
Marriage License 320-656-3925
Motor Vehicle Registration 320-656-3928
Passports 320-656-3925
PARKS 1802 Cty Rd 137 Waite Park 320-255-6172
PROPERTY TAX COLLECTIONS 320-656-3870
PUBLIC WORKS
(Hwy) 455 28th Av S Waite Park 320-255-6180
34587 Co Rd 10 Albany 320-845-2684
22384 State Hwy 22 Richmond 320-597-2845
PURCHASING 320-656-3607
RECORDER 320-656-3855
SHERIFF-LAW ENFORCEMENT CENTER .. 320-259-3700
Emergency 911
Non-Emergency (24 Hr) 320-251-4240
Sheriff/Admin/Information 320-259-3700
Civil Process 320-259-3720
Jail Administration/Jail Records 320-259-3750
Hearing Impaired/TTY 320-251-4240
SOCIAL SERVICES ..... See Human Services
SOIL & WATER CONSERVATION
DISTRICT 320-251-7800
SURVEYOR 320-656-3900
TREASURER 320-656-3870
TRI COUNTY SOLID WASTE
COMMISSION 320-255-6140
VETERANS OFFICE 320-656-6176
VOTER REGISTRATION/ELECTIONS 320-656-3920

TODD

ADMINISTRATION. 320-732-6447
ASSESSOR OFFICE. 320-732-4431
ATTORNEY 320-732-6039
AUDITOR/TREASURER 329-732-4473
COMMUNITY CORRECTIONS
239 Central Av. 320-732-6165
COURT ADMINISTRATOR 320-732-7800
CUSTODIAL SERVICES. 320-732-4522
HIGHWAY DEPT
Old Hwy 71 320-732-2722
HUMAN RESOURCES 320-732-6155
MOTOR VEHICLE AUTO
LICENSE RENEWAL 320-732-4428
MUNICIPAL AIRPORT 320-732-1940
PLANNING & ZONING 320-732-4420
PUBLIC HEALTH 320-732-4440
PUBLIC WORKS 320-732-2722
RECORDER 320-732-4428
RED CROSS
115 S 3 St 320-732-2000
SHERIFF'S OFFICE
115 S 3 St 320-732-2157
SOCIAL SERVICES 320-732-4500
SOIL & WATER CONSERVATION DISTRICT
720 Central Av 320-732-2644
SOLID WASTE 320-594-2210
SURVEYOR Alexandria 320-763-6855
U OF M EXTENSION SERVICES 320-732-4435
VETERAN'S OFFICE 320-732-4419

STATE

For information about your State Government, please call the numbers listed below:

MINNESOTA STATE OFFICES

Fax Line 651-296-6013
ADMINISTRATION 651-201-2555
AGRICULTURE DEPARTMENT 651-201-6000
ANIMAL HEALTH BOARD OF 651-296-2942
ARCHITECTURE, ENGINEERING, LAND SURVEYING,
LANDSCAPE ARCHITECTURE, GEOSCIENCE,
& INTERIOR DESIGN 651-296-2388
ARTS BOARD 651-215-1600
ASSESSORS BOARD 651-556-6056
ATTORNEY GENERAL 651-296-6196
Toll Free 800-366-4812
CONSUMER ASSISTANCE 651-296-3353
Toll Free 800-657-3787
AUDITOR 651-296-2551
CAPITOL HISTORIC TOURS 651-296-2881
CAPITOL INFORMATION DESK 651-296-3962
COMMERCE DEPARTMENT 651-296-4026
CORRECTIONS DEPARTMENT OF 651-361-7200
Minnesota Correctional Facility
2305 SE Minnesota Blvd St Cloud 320-240-3000
Probation & Supervised Released Services
810 W St. Germain St 320-255-4273
Corrections Employees Credit Union .. 320-240-3076
COURT INFORMATION OFFICE 651-297-5532
COURT OF APPEALS 651-297-1000
COURT SERVICES 651-297-7587
DISABILITY COUNCIL 651-361-7800
EDUCATION DEPARTMENT 651-582-8200

Continued On Next Page

STATE

ELECTION DIVISION 651-215-1440
EMPLOYEE RELATIONS DEPT OF 651-259-3637
EMPLOYMENT & ECONOMICAL
DEVELOPMENT 651-259-7114
Job Service 3333 W Division St 320-308-5320
TTY 320-654-5147
Rehabilitation Service 3333 W Division St
Voice/TTY 320-308-2224
Reemployment Insurance
Appointments & Payment Info 877-898-9090
General Information 866-814-1252
TTY 320-654-5147
State Services For the Blind
3333 W Division St.
Information 320-308-4800
Toll Free 800-366-5420
Veterans Employment Representatives
1542 Northway Dr 320-308-5320
TTY 320-308-2224
EXECUTIVE COUNCIL 612-296-1424
EXPLORE MINNESOTA TOURISM 651-296-4784
FINANCE DEPARTMENT OF 651-201-8000
GOVERNOR'S OFFICE 651-296-3391
HEALTH DEPARTMENT OF 651-201-5000
Central District 3333 W Division St 320-223-7300
Toll Free Outside of Metro Area 888-345-0823
HIGHER EDUCATION OFFICE OF 651-642-0567
Toll Free 800-657-3866
HOUSE OF REPRESENTATIVES 800-657-3550
HUMAN RIGHTS DEPARTMENT OF 800-657-3704
HUMAN SERVICES DEPARTMENT OF 651-431-2000
3333 W Division St 320-255-3502
TDD 320-255-3590
JUDICIAL DISTRICT ADMINISTRATOR 320-656-3650
LABOR AND INDUSTRY DEPT OF 651-284-5005
Vocational Rehabilitation Unit
3400 N 1 St #405 320-258-2050
LEGISLATIVE REFERENCE LIBRARY
645 State Office Bldg 651-296-3398
LIEUTENAMT GOVERNOR OFFICE OF 651-296-3391
MEDIATION SERVICES 651-649-5433
MILITARY AFFAIRS DEPARTMENT OF 651-282-4009
HHC (Det) 1-194th Inf Bn 320-654-5215
D Co 1-94 Inf Bn 320-654-5200
B Co (Tmt) 434th Support Bn (Msb) 320-654-5236
Recruiter 320-255-2908
MINNESOTACARE
Toll Free 800-657-3672
NATIONAL GUARD
Military Affairs Dept of Armory
205 3rd Av NW 320-983-6247
NATURAL RESOURCES DEPARTMENT OF 651-296-6157
Forestry
McGrath 320-592-3248
Onamia Ranger Station 320-532-3137
Information
904 Industrial Dr S Sauk Rapids 320-255-4279
Toll Free 888-646-6367
NATURAL RESOURCES DEPARTMENT OF
Parks
Crow Wing State Park
3124 State Park Rd Brainerd 56401 218-825-3075
Father Hennepin State Park 320-676-8763
Interpretive Center 320-532-3269
Mille Lacs Kathio State Park 320-532-3523
Wildlife 320-532-3537
POLLUTION CONTROL AGENCY 800-657-3864
PUBLIC DEFENDERS OFFICE 612-349-2565
Seventh District
816 W St Germain Ste 410 320-255-3753
Tenth District 763-422-3350
PUBLIC SAFETY DEPARTMENT OF 651-201-7000
3335 St Germain St W (open Mon-Fri)
Drivers License Examining Station
Renewals 320-255-3044
PUBLIC SERVICE DEPARTMENT OF-
Energy Information Center
Toll Free 800-657-3710
REVENUE DEPARTMENT OF-
Individual Income Tax 800-652-9094
Sales Tax 800-657-3777
Withholding Tax 800-657-3594
SECRETARY OF STATE 651-296-2803
SENIOR CITIZEN ASSISTANCE DEPARTMENT OF-
Minnesota Attorney
General's Office 800-657-3787
TTY 800-366-4812
STATE PATROL-
Public Safety Department of-
3725 N 12 St Business Office 320-255-2916
Non-Emergency 320-255-2916
TRANSPORTATION DEPARTMENT OF 320-255-4181
General Information 651-296-3000
Highway Division-3725 N 12 St 320-223-6500
Road Condition Information 511
Minnesota Highways Only-St Cloud 320-255-4265
Highway Maintenance Garage
605 8th St NE Milaca 320-983-6789
TREASURER 651-296-7091
UNIVERSITY OF MN-
EXTENSION OFFICE 320-632-0161
VETERANS AFFAIRS DEPARTMENT OF 651-296-2562

FEDERAL

Aging, Administration On
http://aoa.gov
Eldercare Locator 800-677-1116
Adoption-General Information 800-862-3678
Aids Hotline
General Information 800-342-2437
En Espanol-SIDA 800-344-7432
Alcohol Information
Treatment Referrals 800-662-4357
Prevention & Treatment 800-729-6686
Center For Disease Control and Prevention
http://www.cdc.gov
General Information 404-639-3311
Child Abuse & Neglect, National
General Information 800-422-4453
Child Health Insurance Program 877-543-7669
Citizenship-US Citizenship & Immigration Services
http://www.uscis.gov
Customer Service 800-375-5283
TTY 1-800-767-1833
Employer Information 800-357-2099
Consumer Hotlines
Air Travel-Consumer Complaints 202-366-2220
Auto Safety Hotline 800-424-9393
Aviation Consumer Hotline 800-FAA-SURE
Aviation Safety Hotline 800-255-1111
Hazardous Materials Spills or Pipeline Leaks
National Response Center-24hrs 800-424-8802
Consumer Product Safety Commission
http://www.cpsc.gov
Consumer Hotline 800-638-2772
TTY 800-638-8270
Deaf, Hard of Hearing and Speech Disabled
Federal Relay Service
http://www.gsa.gov/frs
TTY/Voice/ASCII/Spanish
To Initiate Calls 800-877-8339
FRS Customer Service 800-877-0996
TTY Federal Online Directory
TTY and Arvigll Users Only 800-877-8845
Domestic Violence Hotline
General Information 800-799-7233
Drug Information
Treatment Referrals 800-662-4357
Prevention & Treatment 800-729-6686
Federal Communications Commission
http://www.fcc.gov
Consumer Information Center 888-225-5322
TTY 888-835-5322
Flood
National Flood Insurance Program 800-427-2354
Housing
Housing & Urban Development, Dept of
http://www.hud.gov
State Of MN Field Office 612-370-3000

Internal Revenue Service
http://www.irs.gov
Need a Tax Form 800-829-3676
Tax Help Line-Individuals 800-829-1040
Business/Specialty Tax Line 800-829-4933
Report Tax Fraud Violations 800-829-0433
Labor, Department Of
http://www.dol.gov
General Information 866-4USADOL
Job Training & Employment
Information 877-US2-JOBS
Fraud, Waste & Abuse 800-347-3756
Wage & Hour Division 866-4US-WAGE
National Center for
Missing & Exploited Children 800-843-5678
National Domestic Violence
Hotline 800-799-SAFE (7233)
National Runaway Switchboard 800-621-4000
Substance Abuse National Help Lines 800-662-4357
Suicide Prevention
Crisis Line 800-SUICIDE (784-2433)
United States Secret
Service ..... (Toll Call-Mpls) 612-348-1800
Federal Information Center
http://www.FirstGov.gov
Main Number 800-FED-INFO
Or 800-333-4636
Veterans Administration
Information & Assistance 800-827-1000
Welfare Fraud Hotline 800-627-9977
Internal Revenue Service
Federal Tax Information 800-829-1040
Social Security Information
Local Office 800-772-1213
Passports
http://www.travel.state.gov
Detailed Information 877-487-2778
TTY 888-874-7793
Small Business Administration
http://www.sba.gov
General Info and Publications 800-827-5722
Loan & Program Information 800-827-5722
Veteran's Affairs, Dept. Of
http://www.va.gov
Education Benefits 888-GI-BILL1
Gulf War Hotline 800-PGW-VETS
Life Insurance 800-669-8477
Medical Care
Fargo VA Medical Center 800-410-9723
Minneapolis VA Medical Center 612-725-2000
St Cloud VA Medical Center 320-252-1670
Vet Centers
Duluth Vet Centers 218-722-8654
Fargo Vet Center 701-237-0942
St Paul Vet Center 651-644-4022

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SAFETY

Important numbers for your children to know

Dad's Work _____

Mom's Work _____

Guardian's Work _____

Other Relative _____

Neighbor _____

Doctor _____

Police / Sheriff _____

Emergency _____

Fire Department _____

Poison Control _____